**VOLVO**
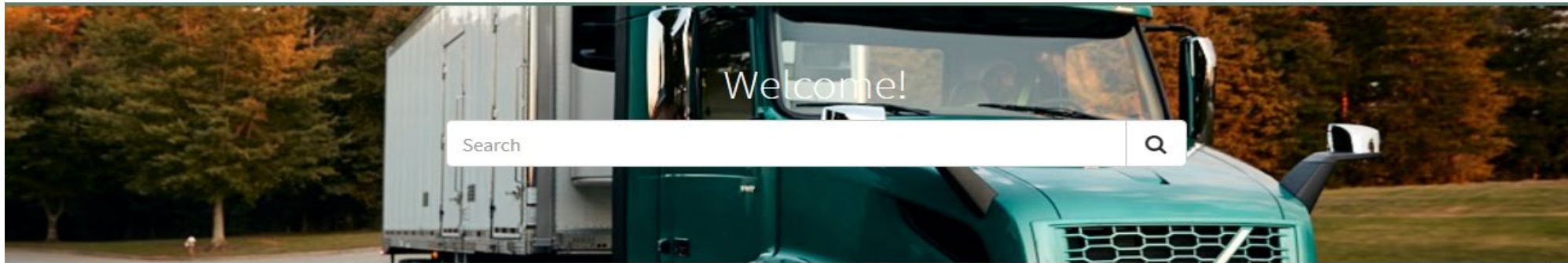
# SELF-SERVICE CASE CREATION INSTRUCTION

**Volvo Group**

DSC NA | Self Service Portal / LCrotts | Training

3/21/2024

1. Register A Case - Allows you to register a ticket with the Dealer Support Center North America or the Dealer Support Center Tech Tool depending on your issue
2. My List allows you to browse all your tickets whether they are Open or Closed
3. My Cases gives you the breakdown of the following:
    a. Active - All of your active cases
    b. Needs Attention - All your cases that need notes reviewed for information
    c. Closed - All of your cases that are closed

## How to Register A Case

1. **Caller:** Enter the name of the person creating the case
2. **On Behalf Of:** Enter the name or user id of the person that is having the issue
3. **Contact Information:** Phone Number or Email Address of who to contact when issue is resolved
4. **Brand:** Will be either Mack Trucks or Volvo Trucks
5. **Application:** Please leave this field blank
6. **Subject:** Short description of the issue and the application
7. **Description:** Provide detailed description of the issue and the user id
8. **Case Urgency:** Low, Medium or High - These fields are according to how many users are affected
9. **How Many Users are Affected:** One User, Multiple Users or Entire Company
10. **Your DSC**: DSC NA (TCP Applications/User access/Password Issue)
    DSC NA Tech tool (Any TechTool Application /Client ID/Password Issue)
11. Submit your case

| Number ⌄ | Subject | Caller | On behalf of | Account | Application | State | Created | Updated |
|---|---|---|---|---|---|---|---|---|
| CS0001916 | Long Island Waste Services--NEW USER/ADD VINS | Sadia Moore | VINNY MENTEN | | Baldo - Instance | New | 08-16-2021 12:42:21 | 08-16-2021 12:42:39 |
| CS0001912 | TDP Password Reset | Sadia Moore | Justin House | | GPP - Group Portal Platform - Instance | Closed | 08-16-2021 12:33:09 | 08-16-2021 12:34:19 |
| CS0001908 | TT Client ID Reset | Sadia Moore | Superdiag Elizabeth | | TechTool - Tech Tool - Instance | Closed | 08-16-2021 12:29:12 | 08-16-2021 12:32:02 |
| CS0001906 | Tech Tool Password Reset | Sadia Moore | Jeff Burtrans | | TechTool - Tech Tool - Instance | Resolved | 08-16-2021 12:25:38 | 08-16-2021 12:25:38 |

# MY LIST

- **When you select My List you can perform the following search**

1. Keyword Search-- You can perform a search on the following fields
   A. Number
   B. Subject
   C. Caller
   D. On Behalf Of
   E. State

- When you perform a search in My List you can select on the case number and get detailed information regarding the ticket.

- You are able to add comments in the message field and you are able to add any attachments to your case.