

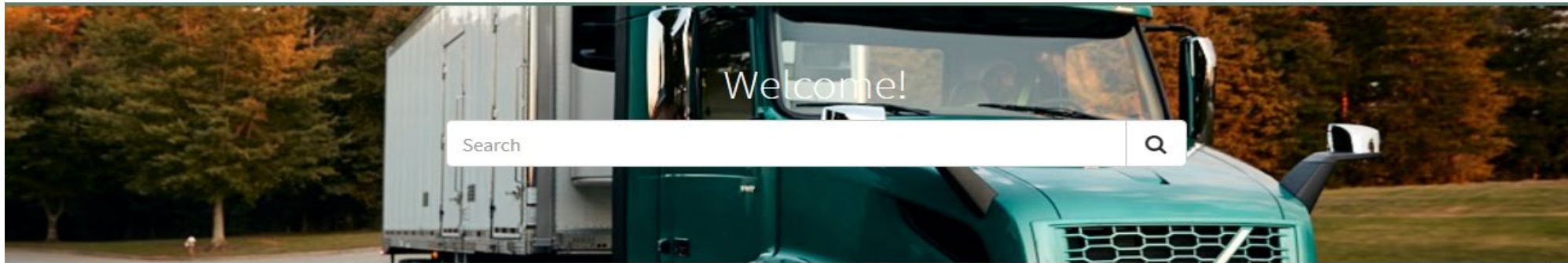
V O L V O

SELF-SERVICE CASE CREATION INSTRUCTION

Volvo Group

DSC NA | Self Service Portal / LCrotts | Training

3/21/2024



 **Register a Case**
 Contact support to make a request or report a problem

 **My List**
 Browse your cases

My Cases

- Active (410)
- Needs attention (277)
- Closed (177)

Needs attention

- CS0001029
 VCEIPL- Price update request for ATT parts • 10h ago
- CS0001030
 Account unlock for user SWMECH02 • 20h ago

Announcements

No information available

My Surveys

- Short Customer Satisfaction Survey using Smiley Face
[INC101037367](#) • Due in 2d
- Short Customer Satisfaction Survey using Smiley Face

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

Register a Case

Please provide the following details to assist with resolution of your issue.

<p>* Caller</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> i Evelyn Crofts v </div>	<p>Case Urgency</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> v 3 - Low </div>
<p>* On behalf of</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> i Evelyn Crofts x v </div>	<p>* How many users are affected?</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> v One user </div>
<p>* Contact Information</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	<p>* Your DBS</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> v </div>
<p>* Brand i</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> v </div>	
<p>Application</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; align-items: center;"> v </div>	
<p>* Subject i</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>	
<p>Description i</p> <div style="border: 1px solid #ccc; padding: 2px; font-size: x-small;"> Please include the country in the description of this case. </div>	

Add attachments

Submit

Required information

Contact Information
Your DBS
Brand

Subject

• 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

Case								
Keyword Search								Q
All > Keywords = SADIA								
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

CS0001839	need to update VDA with correct unit numbers but it's stating I do not have authorization.	Sadia Moore		VDA+ - Instance	Awaiting Info	08-16-2021 10:41:31	08-16-2021 10:52:54
Number CS0001839				Created 2h ago	Updated 2h ago	State Awaiting Info	

need to update VDA with correct unit numbers but it's stating I do not have authorization. Actions -

Contact type: Email Application: VDA+ - Instance

Activity Attachments

Type your message here... Post 

- HI** HCL Integration 2h ago Work notes
Incident /incident.do?sys_id=5062e489dbcab05015a35f8bd39619d6 has been updated to state - In Progress
- SM** Sadia Moore 2h ago Additional comments
INC101206996
- SM** Sadia Moore 2h ago Work notes
Incident /incident.do?sys_id=5062e489dbcab05015a35f8bd39619d6 has been associated with the Case
- SM** Sadia Moore 2h ago
CS0001839 Created

- 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.