



DIGITAL

Support Case

mySchneider User Guide - Singapore

Jan 2023

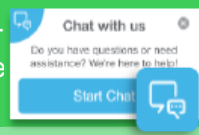
Li Xuan

xuan.li2@se.com

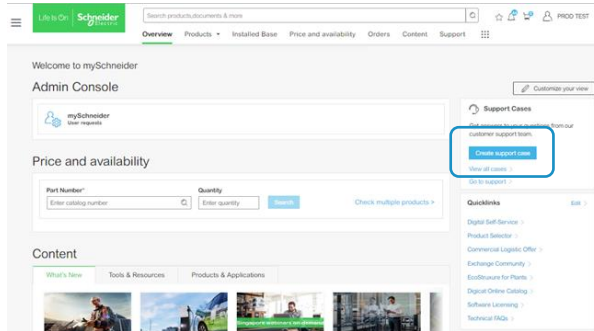
Digital Experience Relationship Specialist

1. Create new case (2 locations)

For any enquiries, please contact your sales rep or chat with us located at the bottom right of mySchneider

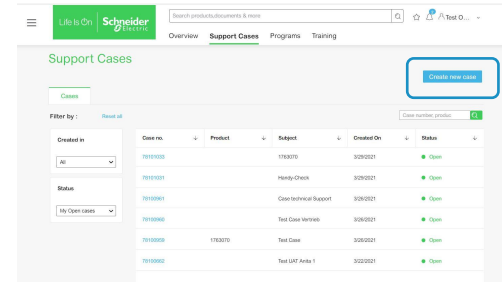


From the sticky bar



From **the sticky bar** on the right side, click on Contact Support and “Create New Case” from the Contact support.

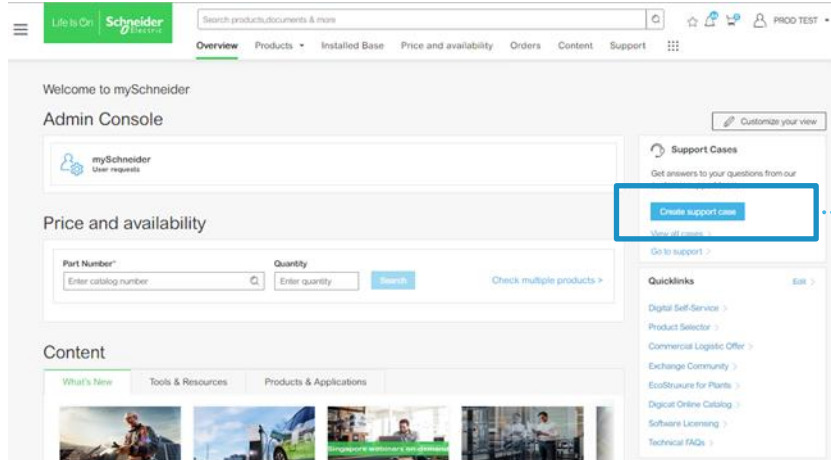
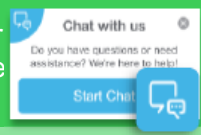
From the Support Cases page



From the **Support Cases page**, click on “Create New Case” button to create new Cases.

1. Create new case (sticky bar)

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When you access mySchneider Support, on the Home page, the new Support Cases component will be visible in the right-side toolbar.

1 Create new case

Please complete case related information

Select request type *

Offer Selection

Select a product for better assistance

acti 9

Enter your request details in brief *

Acti 9 connect to smartlinks information

Upload an attachments OR Drag & Drop files here

Upload

* indicates required field

Next Cancel

Selected Product

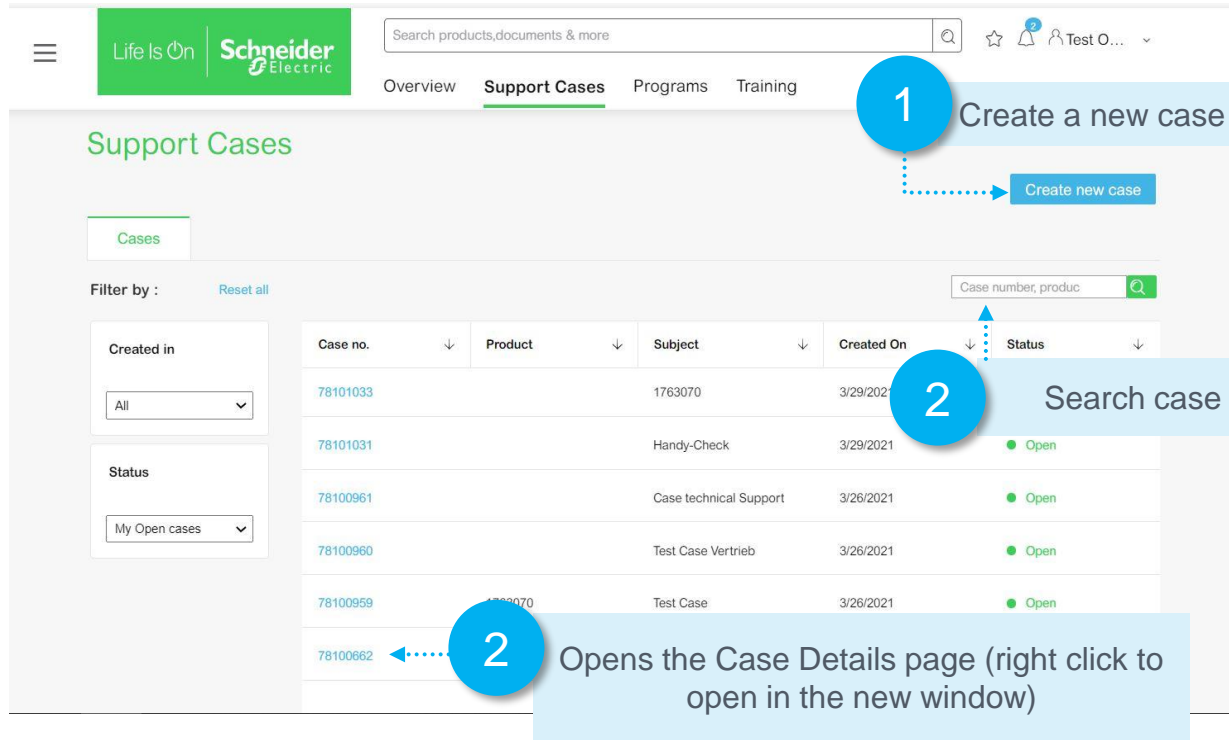
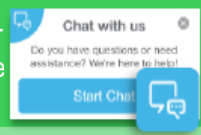
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Remove

1. Create new case (support cases page)

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The screenshot shows the "Support Cases" page in the mySchneider portal. The page has a header with the Schneider Electric logo and a search bar. Below the header, there are tabs for "Overview", "Support Cases", "Programs", and "Training". The "Support Cases" tab is active. On the left, there are filters for "Cases", "Created in", and "Status". The main area displays a table of support cases. Two annotations are present: a blue circle with the number "1" pointing to a "Create new case" button, and a blue circle with the number "2" pointing to a right-click action on a case row in the table.

1 Create a new case

2 Search case by entering case details

2 Opens the Case Details page (right click to open in the new window)

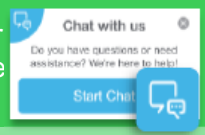
Case no.	Product	Subject	Created On	Status
78101033		1763070	3/29/2021	
78101031		Handy-Check	3/29/2021	Open
78100961		Case technical Support	3/26/2021	Open
78100960		Test Case Vertrieb	3/26/2021	Open
78100959		Test Case	3/26/2021	Open
78100662				



Cancelled cases are also not visible.

2. Communicate with CCC

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1 You can add comments to communicate with the Case resolving Agent or add additional information required for the Case resolution.

Request closed

Comments

Add comment

Add comment

Please enter your comment

Submit

Attachments

Upload an attachments

OR

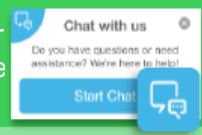
Drag & Drop files here

Note: Maximum Attachment Size is 30 MB

Upload

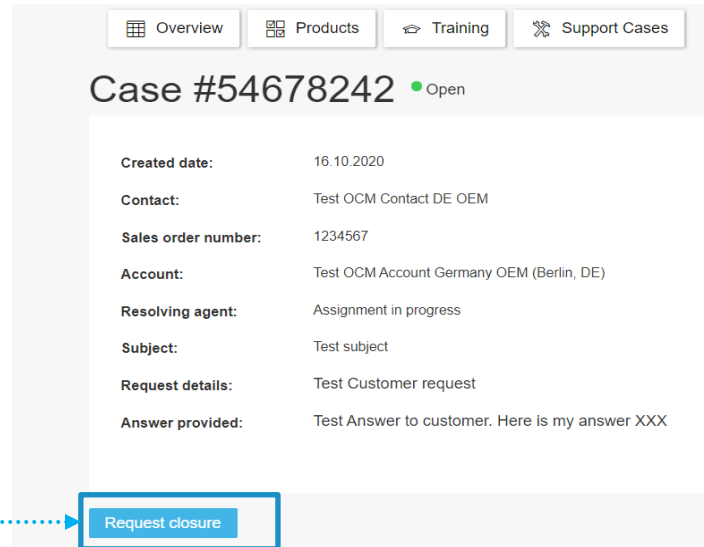
3. Request for Case Closure

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1

You can request for Case Closure from the Portal.
Once the Case status is changed to close the you will receive an email notification.



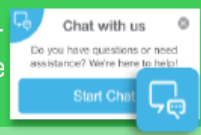
The screenshot shows the "Support Cases" section of the mySchneider portal. At the top, there are tabs for "Overview", "Products", "Training", and "Support Cases". Below the tabs, the case title "Case #54678242" is displayed with a green dot and the word "Open". The case details are listed in a table-like format:

Created date:	16.10.2020
Contact:	Test OCM Contact DE OEM
Sales order number:	1234567
Account:	Test OCM Account Germany OEM (Berlin, DE)
Resolving agent:	Assignment in progress
Subject:	Test subject
Request details:	Test Customer request
Answer provided:	Test Answer to customer. Here is my answer XXX

At the bottom of the case details, there is a blue button labeled "Request closure", which is highlighted by a blue box and a blue arrow pointing to it from the number "1" in the callout box.

4. Reopen closed cases

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1 These two buttons will only be shown ONLY when the case has the auto follow-up stage

Case #54654339 ● Action required

Created date: 06/16/2020

Contact: OCM India WD

Product: Altivar Machine ATV340

Account: Richard India Distributor

Resolving agent: Muhammad Hamaza

Request subject: Altivar 71 is broken is not working with installed MM12345 drive

Request details: lacinia auctor lectus id aliquet. Sed et ornare dolor, nec efficitur neque. Suspendisse ornare risus vel blandit rhoncus. Mauris ac sem accumsan, venenatis libero non, iaculis enim. Mauris ac commodo urna.

Answer provided: Sed et ornare dolor, nec efficitur neque. Suspendisse ornare risus vel blandit rhoncus. Mauris ac sem accumsan, venenatis libero non, iaculis enim. Mauris ac commodo urna.

Selected Product:

Altivar Machine ATV340
Variable Speed Drive is IoT ready,
Safety and Heavy duty

Would you like to close the Case ?

☐ No, I need additional support ☒ Yes, my case is resolved

Thank you for your positive feedback. Your case was closed

Your Case Reference: #54654339

2 When you click button "NO", you will be requested to provide a comment mandatorily

Provide additional information. We will continue working on the case.

Please enter your comment

Life Is On

