

# Customer Portal <kix/>

## LOGIN AND USE

The Robotron Customer Portal for our KIX ticket system offers the possibility to open and manage tickets **quickly** and **effectively**. Users can make requests, report malfunctions or view the processing status of their tickets. That means you are **always informed** about the **current status**.

The customer portal also allows the customer to attach additional information, such as log files or screenshots, to the error description. Furthermore, it provides a file exchange upon request as well as a FAQ for frequently occurring problems and suitable workarounds.

### 1. Link to the Robotron Ticket System Customer Portal

The Customer Portal can be accessed via the following link: <https://servicedesk.robotron.de>

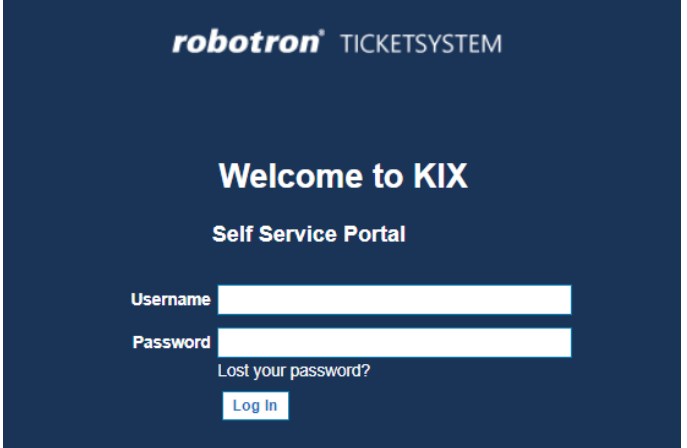
### 2. Login to the Robotron Ticket System Customer Portal

#### 2.1 Initial login

No password is needed for the first login to the Robotron Ticket System. Users authorized for the ticket system are created as customer users with a username and a valid e-mail address in the ticket system.

Click on "Lost your password?" in the login screen without entering any further specifications.

Enter username and request a new password in the following input box. Afterwards a confirmation e-mail with a token will be sent to the stated e-mail address. Upon confirmation, a new password is created and sent to the e-mail address stored for the username in the ticket system. Please note that the typing of a username and an email address is case-sensitive. Usually usernames are created without capital letters.



robotron<sup>®</sup> TICKETSYSTEM

Welcome to KIX

Self Service Portal

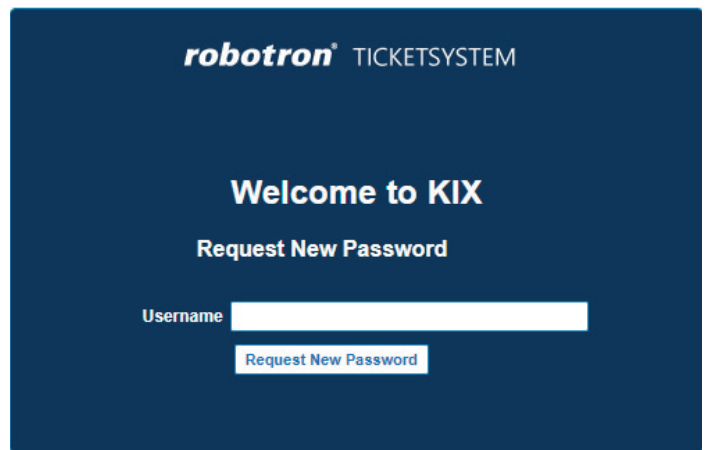
Username

Password

[Lost your password?](#)

## 2.2 Regular login

The regular login takes place in the same way as the initial login, but with entering username and password. Again, please pay attention to upper and lowercase, otherwise the user will not be recognized and logged into KIX.



## 3. The customer portal for the ticket system

The customer portal offers templates for quick messages to the ticket system, an overview of all tickets visible to the user, a FAQ function and a token-based file exchange.

### 3.1 Ticket Templates

The Ticket Templates tab is an overview of all templates available for customers to create a ticket in the customer portal. There are three groups of templates available depending on the agreed services:

- ▶ Change requests, for changes to current services.
- ▶ Incident reports, for reporting a malfunction and opening an INCIDENT ticket.
- ▶ Requisitions, for orders within the scope of agreed services.

## 4. Creating a ticket

A ticket can be opened easily and quickly via KIX. This is achieved via customer-specific ticket templates, e.g. for general messages, incidents or service requests. In any case the ticket is structured as follows.

### 4.1 Subject

This is a mandatory field (therefore marked with \*) and the headline of the message. For a faster handling of the ticket, it is useful to enter core information (type of malfunction, account, product, system...) in this field.

### 3.2 Tickets

The Tickets tab gives the user an overview of his opened tickets and their processing status. MY TICKETS is an overview of the user's own tickets and can be filtered further by "All", "Open" and "Closed". SEARCH allows a detailed search within the own tickets.

### 3.3 FAQ

The FAQ offers the possibility of searching in deposited articles and categories for answers to frequently occurring questions with the FAQ Explorer.

### 3.4 File exchange

The file exchange is enabled by a token-secured transmission of files.

### 4.2 Conversation guide

Here, the applied conversation guide is displayed. This determines the manner of the queried information. This guide is linked to the selected ticket template.

### 4.3 Text

A text field for a more detailed description of the incident.

#### 4.4 Attachment

Here, files such as log files and screenshots can be attached to a ticket in the same way as an attachment in an e-mail program.

#### 4.5 Priority

Defines the priority of the incident.

## 5. Overview of own tickets

Via the Tickets tab go to MY TICKETS to get an overview of all the tickets that the logged in user has opened. The overview is tabular and sorted by ticket number. The respective subject (written in bold), the text entered at the creation of the ticket, the error description (separated from the subject by a "-"), the current status of the ticket and the age of the ticket are displayed. The creation date is shown when hovering the mouse over the ticket age.

By clicking on the ticket, you open the ticket view. New information can be added to the ticket via the reply button displayed at the bottom of the window, e.g. an answer to a question or subsequently added information on the malfunction.

The reply mask schematically follows the mask described above during ticket creation.

## YOUR CONTACT TO US

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