D&I CCC Customer User Guide

Version 1

slb

Table of Contents

Introduction

The Customer Care Center (CCC) is the service management system used to capture customer support request either via phone, email, chat or directly submitted in the CCC interface.
It has an online Service Portal that can be accessed through the Tickets area on the Software Support Portal (www.software.slb.com > Support > Support Services > Tickets).

CCC Service Portal

Service Portal consists of
1. **Service Catalogue**, a menu of different service offerings, allows you to select and to create a new support request.
2. **Search bar** allows you to search for Digital service and product offerings and create a new support request from the matching offerings.
3. **Your Requests**, a feature that allow you to view all your active and closed requests.
4. **New Requests**, an option that enable you to create new support request.
5. **Notification feature,** a reminder when your action is required.
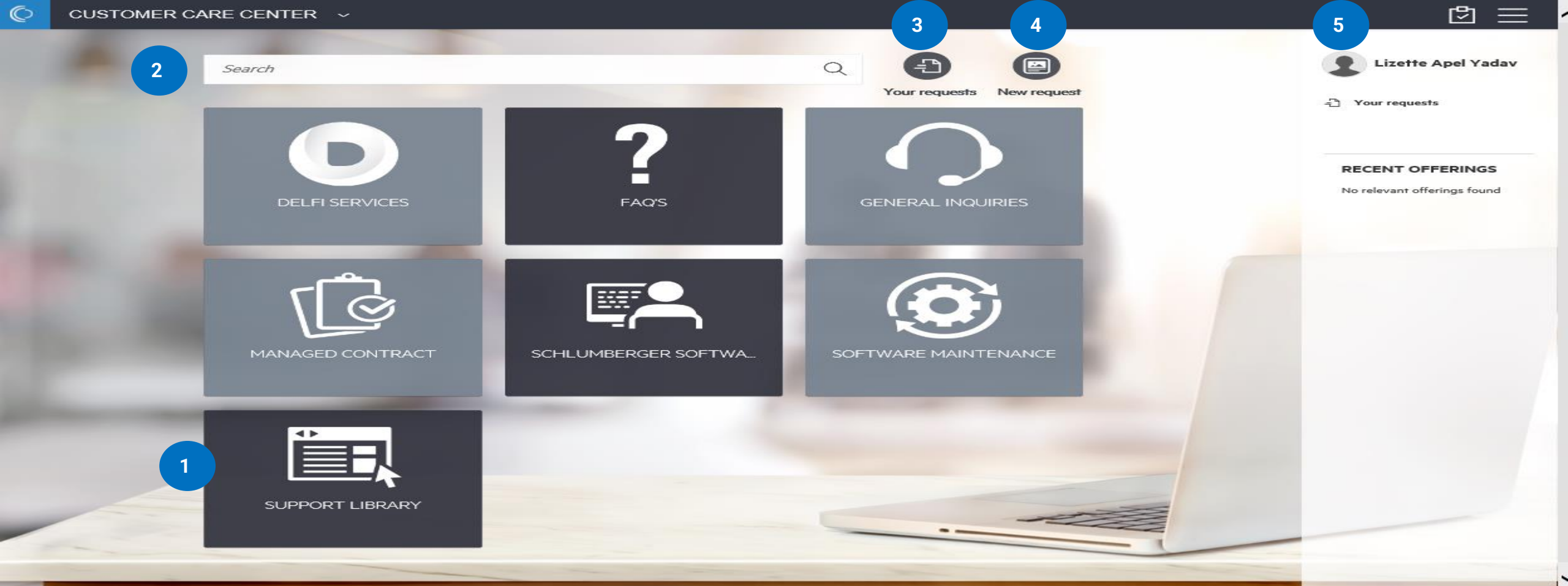
In the following sections, we will guide you through:
- How to create a new request?
- How to check the status of my request?
- How to interact with CCC?
- How to Accept/ Reject resolution from support?
- How to provide feedback?

4

How to create a New Request?

1. There are three options for you to create a *New Request*. Each option will open a New Request form for you to fill in.

Search the Catalogue using keywords
• Type the relevant keywords, i.e. Petrel, Techlog, OFM, etc. click Search.
• A list of Product Offerings matching with the keyword will be displayed.
• Click *Request Support* next to the Product Offering that you wish to create a support request.
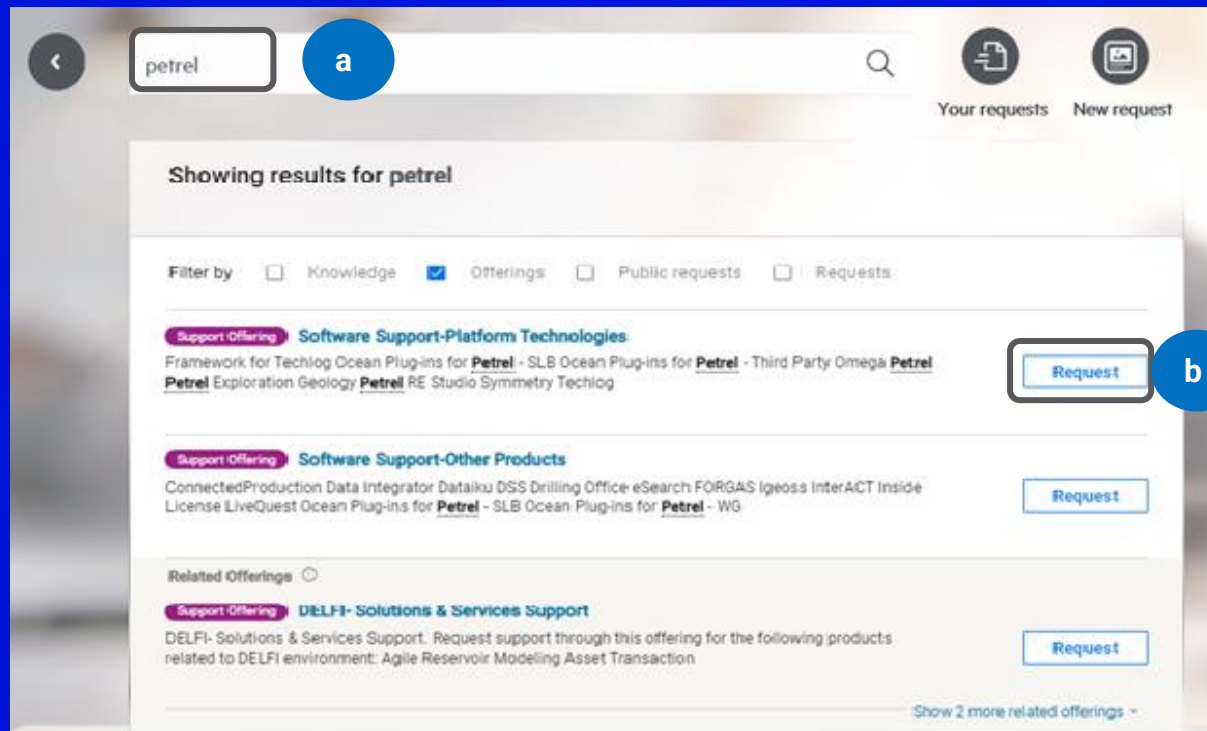
Click the menu selection on Service Catalogue.

• Click on Software Maintenance, Managed Contract, DELFI Services or General Inquiries.
• A list of Product Offerings will be displayed.
• Click *Request Support* next to the Product Offering that you wish to create a support request.
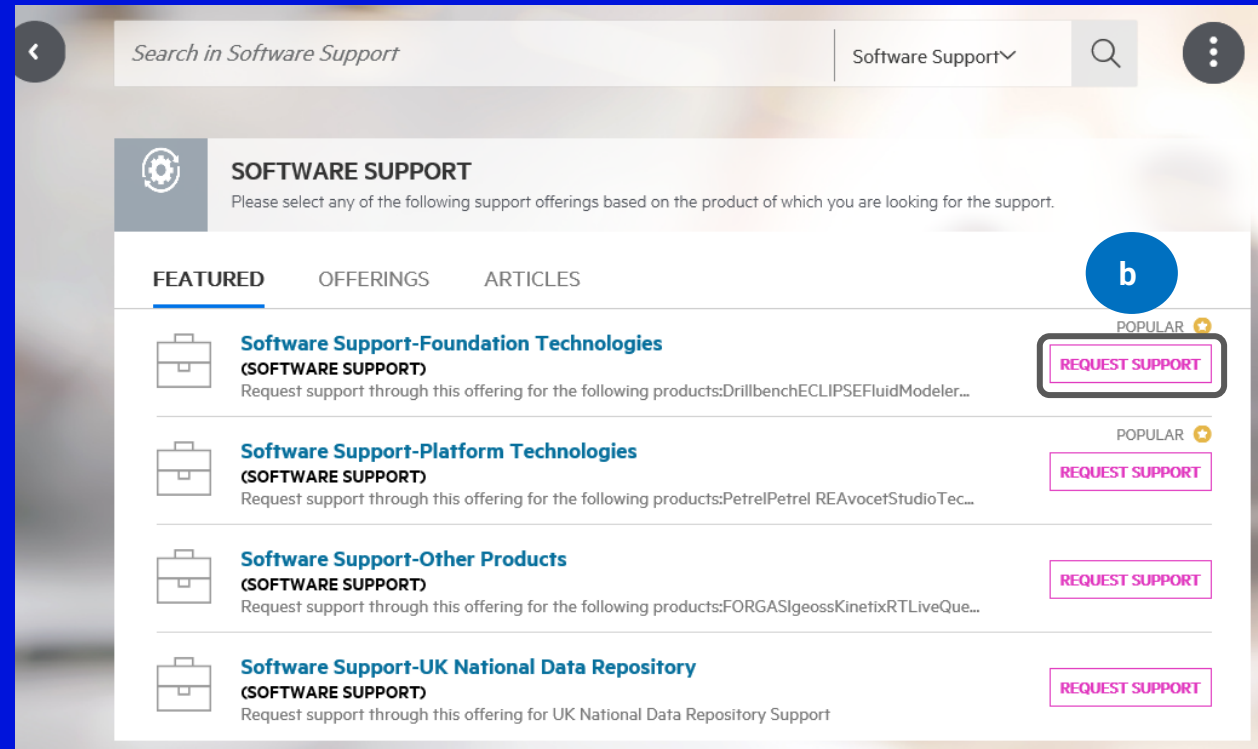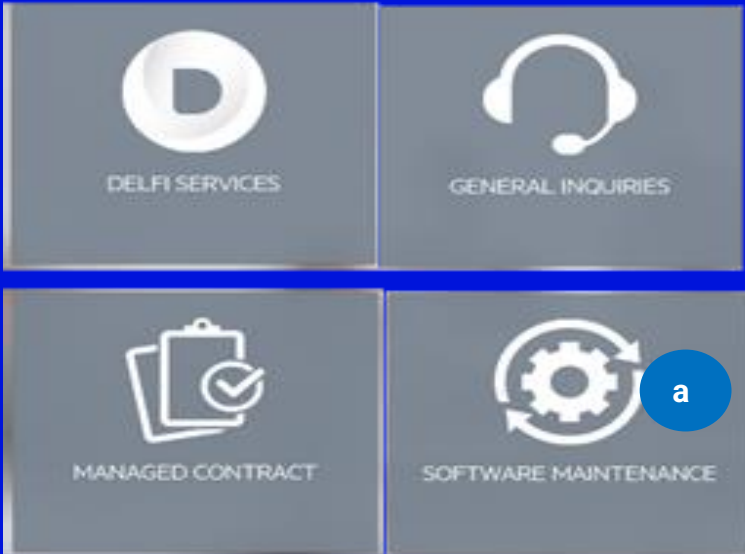
New Request option

A **Request form** will open using any of above methods for you to start filling in:

- **Enter a Description.** You can also drag and drop images or screenshots.

Reminder: Do not attach any **data** files here. Use the **Secure Data Exchange.**

- Select **impact**

- Choose **Service** information

If you choose to create your request by searching/browsing the catalog, you will not be required to fill in Service information

8

- Choose the relevant **Product** information

- Click **Submit**

9

You will receive an on-screen confirmation that your request has been successfully created. CCC system will also send you an email containing your Request number.
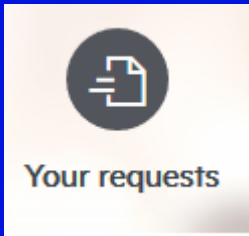

Help us handle your request

Your Request #101246 was successfully created.

Track your request in the **main menu**.

How to view the status of an existing Request?

To view the status of a Request, go to *Your requests*

This will open a list of Requests recorded under your username
- Active requests are found under *Open*
- Closed requests are found under *Closed*

- You will notice in the list of Requests, a blue dot under each saying either **Classification, Fulfilment, Validation or Done.**
  These are so called Requests meta-phases in the support system.
  Below is the description of what each of this meta-phase means:
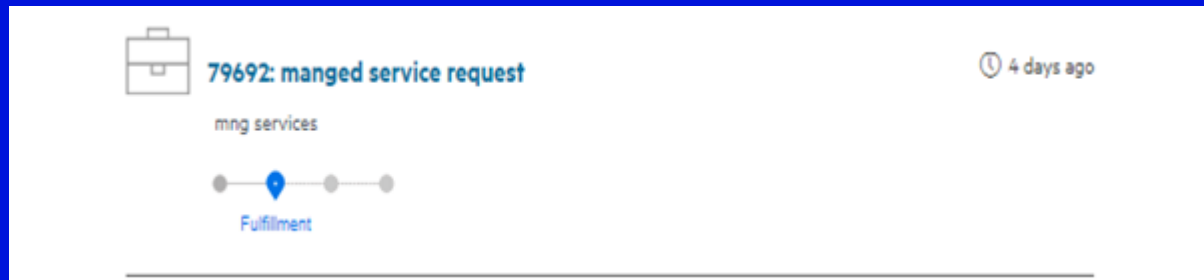
- **Classification**: We have received your request and it is waiting to be assigned to an individual support person.

- **Fulfilment**: Your request has been assigned. An individual support person is working towards providing you with a resolution.

- **Validation**: We have proposed you a solution and are waiting for you to accept or reject this; or you have rejected the resolution and we are now assessing how to best help you. This could mean reworking the solution taking into the account your comments or escalate to one of our product expert teams.

- **Done**: You have accepted the provided resolution; or you have marked the request as resolved yourself on the Service Portal.
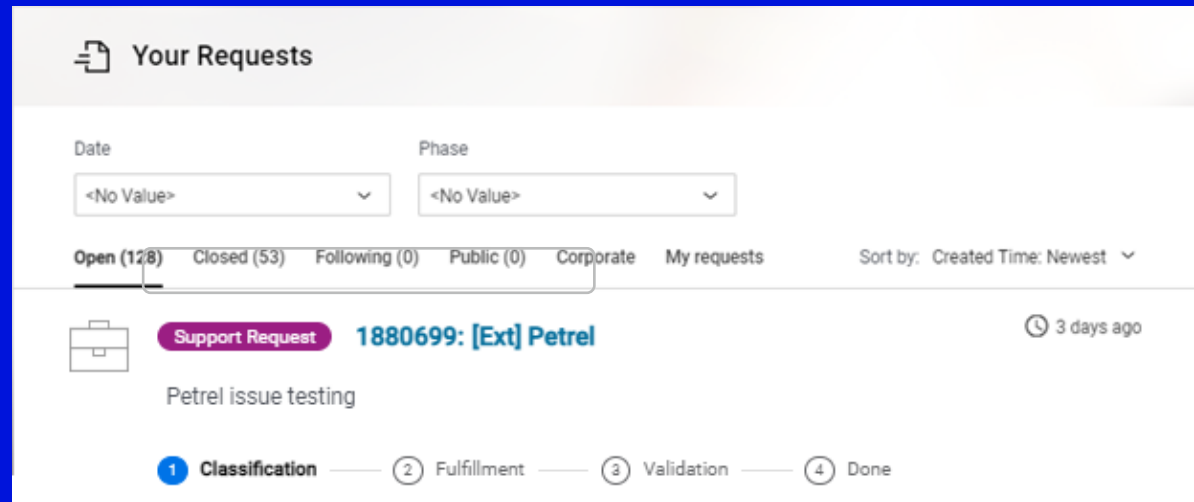
How to interact with CCC?

You may be asked for more information during the resolution process, or you may want to chase for an update for your existing request.
You can either reply to the email that you received from CCC or use *Interactions* feature under your service request.
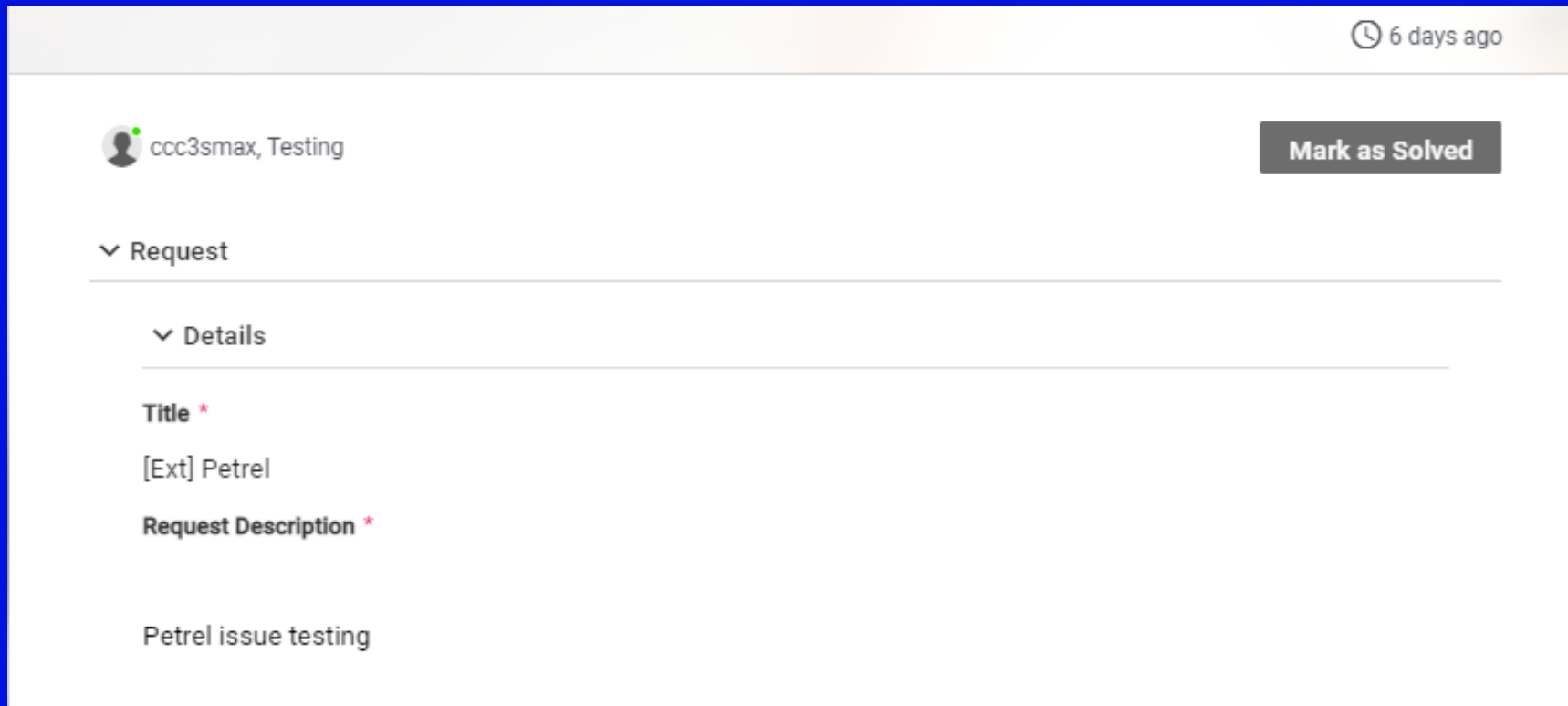Go to *Your requests.*

- Click on the specific service request.
- You will notice there is an *Interactions* box at the bottom. This is where you can communicate with the support person. You can drag and drop screenshots here, or use the *Attachments* section next to interactions, to exchange small size files. Do not attach data here.
- Remember to click *Add* when you finish typing.

- You can also view updates coming from the Support person, such as the assignment of your Request to a Service Desk, Requests for information or the provision of a Solution.
- Each interaction will have a little box on top of it letting you know what it is all about, i.e., Status Update, Request for More Information, Resolution, etc.

# How to communicate with CCC outside the Service Portal

- Reply to the email that you received from CCC with your specific request number. All the email exchanges are logged under Interactions section for a specific service request.

- Use CCC Phone system: Keep your Customer ID or Request number ready. If you cannot remember these details do not worry, just provide support with the email address you registered with.

## How to accept or reject solutions from support?

When a resolution has been provided by Support, you are given an opportunity to Accept or Reject the resolution.
You will receive an email notification that a resolution has been provided.
You can either view the resolution provided on the email body itself or login to CCC, go to *Interactions* section, look for Resolution.
The *Accept* or *Reject* button will be shown as a reminder in the top right corner. It will be shown on the Service Request itself.
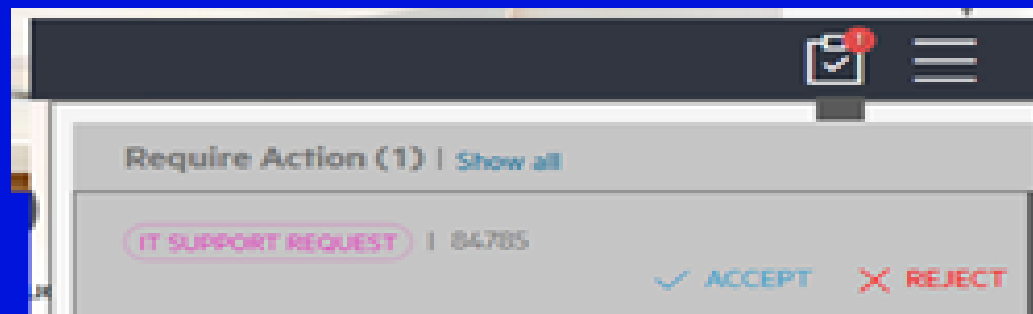
Open the Request from the reminders box; or from **Your Requests** option.
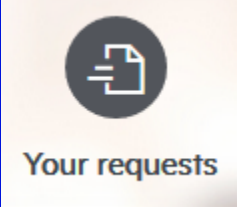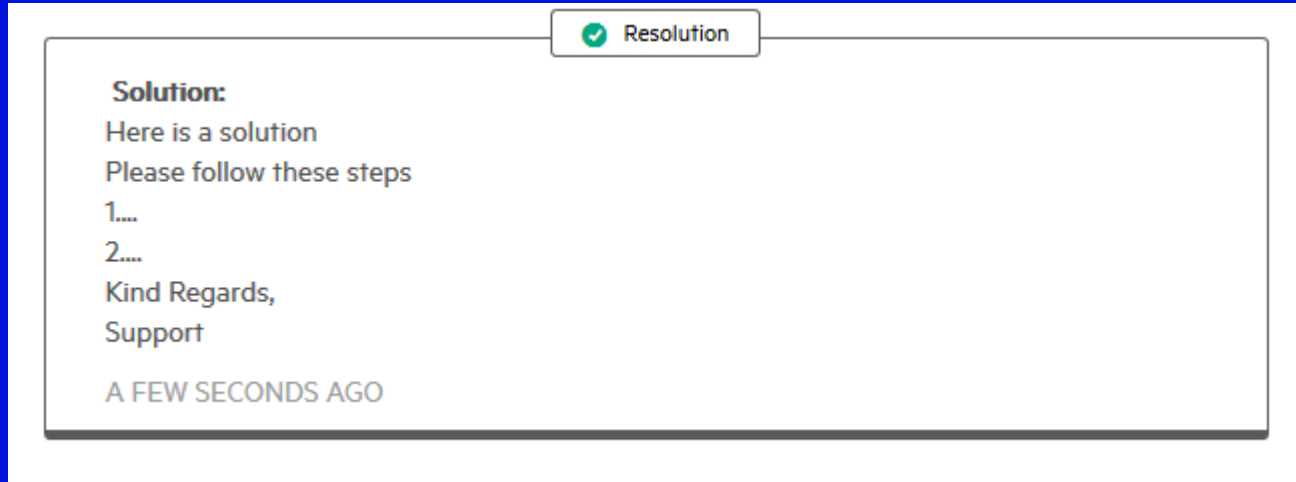

Your requests

Click the request number.

Your Requests

Date
<No Value>

Phase
<No Value>

Open (128) Closed (53) Following (0) Public (0) Corporate My requests   Sort by: Created Time: Newest

Support Request **1881018: [Ext] Petrel**   3 days ago

Petrel issue

1 Classification ——— 2 Fulfillment ——— 3 **Validation** ——— 4 Done

With the Requests open, review the solution details from the Interactions.

If you are content with the solution, click *Accept*

18

Once you click Accept, the Request will be shown under the Closed tab. At this If point in time, it can no longer be re-opened.

This request is closed.

OPEN (23)   CLOSED (513)   FOLLOWING (1)   PUBLIC (0)
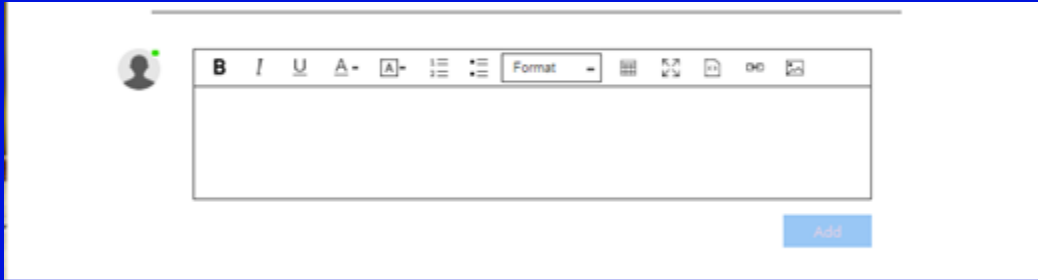
770911: Questions regarding Petrel   🕐 4 minutes ago

questions

●————●————●————📍
              Done

If the provided solution does not meet your expectations,
click *Reject*

- Then add some information in the interactions box describing how the solution did not resolve your Request.

- We will now work to provide you with a new solution as soon as possible.
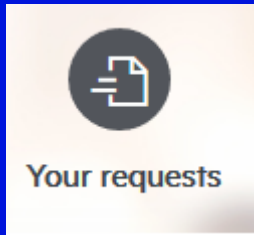
Please note that Requests that are not accepted/rejected by you will be auto-closed by CCC after 3 days.

How to close an obsolete Request?

If you have found a solution yourself, or raised a Request by error, you can close the Request in the Service Portal.
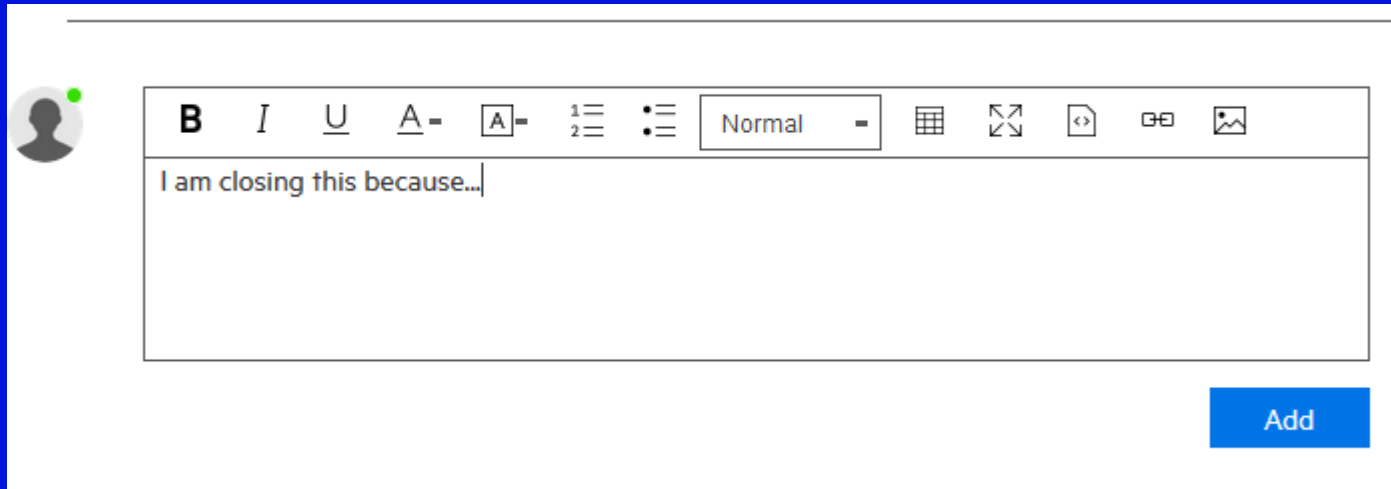
- Open the Request from *Your Requests*
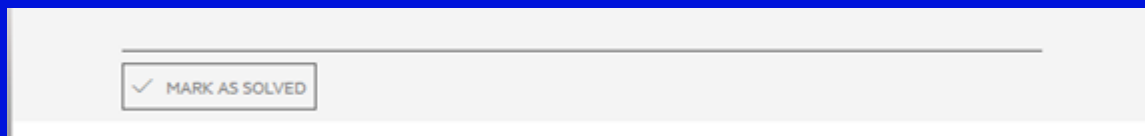

With the request opened:

- Optional: Enter information in the interactions box and click add

- Click Mark as Solved

- The request will show as *Closed* and can be found under your list of Closed Requests.


This request is closed.
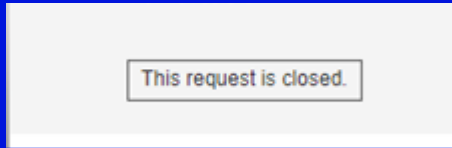
- Alternatively, respond to the email notification received from CCC on that specific Request so we can close the service request on your behalf.

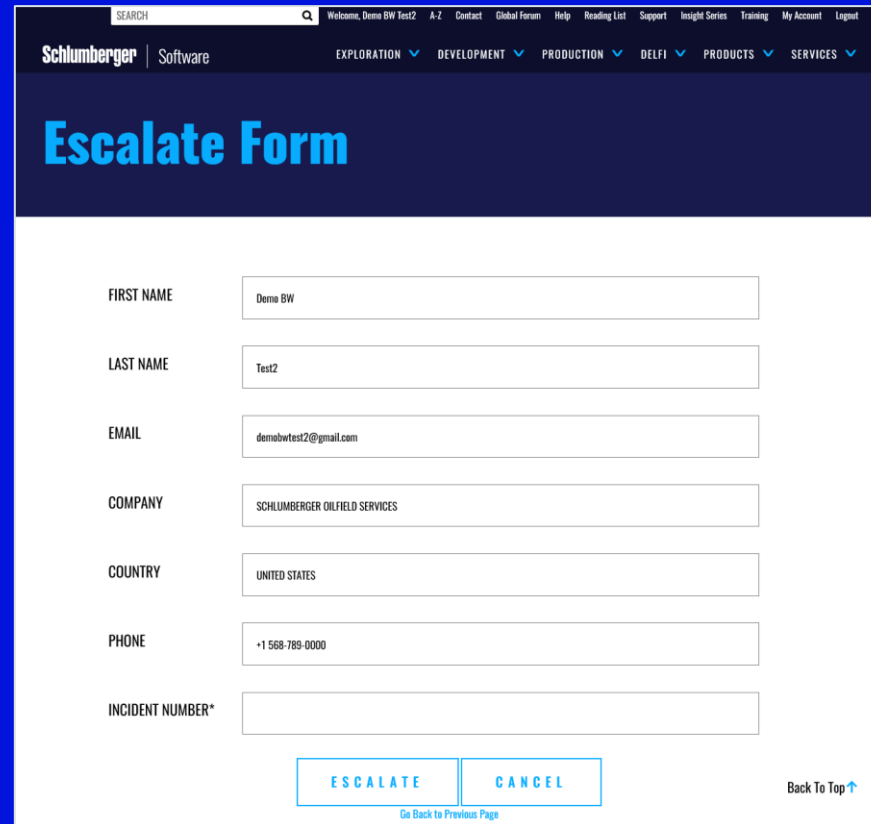# If we ask more information and If we do not hear from you

- If we have asked you for more information, but do not hear from you, CCC system will automatically remind you after 3 days. If we do not hear from you within 15 days, CCC system will automatically close your Request.

- You will see "Request more information" under Interactions section if a service request is pending for more information from you to proceed with further troubleshooting and investigation.
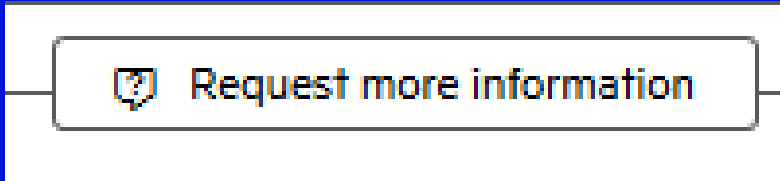
- If a service request has been closed, we require you to create a new request if you still wish to pursue a solution. Note that the new request will be linked to the old on that was closed.

How to provide feedback on Service Quality?

- You can raise any service quality concerns or praise related to Support on the SIS Software Support Portal. Go to Support > Support Services > Escalate. You will find an **"Escalate Form"**

- Please provide the related CCC Request number when doing so. Someone from SIS will reach out to you to rectify the situation.