D&I CCC Customer FAQ

Version 1

slb

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FAQs

How do I register for SIS support?

If you are a new customer, call your local support center or register for support on www.software.slb.com.

How do I reach support after the new CCC is introduced?

The way you access CCC support has not changed – either via email, the web interface or over the phone. However, you will notice a new system interface if you are creating a ticket or when you log into the new support system. The emails you receive will also look different

- **Option 1:** Self-help online resources after you have login to www.software.slb.com/support. No changes.
- **Option 2:** Submit a ticket after you have login to www.software.slb.com. Go to Support > Tickets. You will be taken to the new CCC Service Portal. You can create ticket using "Service Catalog" or "New Request" options.
- **Option 3:** Email us using customercarecenter@slb.com. The ticket will be created in the new support system.

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- **Option 4:** Call us using the <u>local support center</u> number. The ticket will be created on your behalf by the support engineer in the new support system.

- **Option 5:** Chat. This is currently made available to a few locations and products only. The chat transcript will be saved in a format of a ticket in the new support system upon completion of the chat.

- **Option 6:** If you are DELFI user, when you use the "Quick Submit" option, an email will be sent to the new CCC support system and your ticket will be created in the new CCC system and handled using the existing process.

When do I start logging in to the new CCC system?

- We will switch over to the new CCC system on 29th February 2020

Where can I find a quick guide on how to use the new system?

Log in to <u>www.software.slb.com</u>. Go to Support. The following resources have been made available for you:

- Quick Guide
- User Manual

What happens to my existing (closed or open) tickets during the switch-over to the new CCC system?

- All closed tickets will not be migrated to the new system.

- If you have tickets in-progress, they will remain in the old system until they are resolved. You will receive and be able to respond to ticket email updates from the old CCC system.

How long will I have access to my tickets in the old system?

You will no longer have access to the old system after the switchover date. However, you can request SIS to provide you the report for your historical tickets if required.

Can I change the settings of email notifications received from CCC?

At present, you are automatically notified by the system at various stages:

- When your ticket has been created
- When your ticket has been assigned
- When the support engineer requests for more information from you or has more information
- When your ticket has been escalated to 3rd party or engineering
- When your ticket has been updated with a resolution

This is important to ensure that you are well-informed while your request is being handled.

If you opt-out from the notification via support portal, you will receive less notifications, however we will still notify you at key stages:

- When your ticket has been created
- When the support engineer requests for more information from you or has more information
- When your ticket has been escalated to 3rd party
- When your ticket has been updated with resolution

Will CCC auto-close my requests?

- If we don't hear from your after 15 days of requesting more information, CCC will auto-close your request. You will be reminded after 3 days if we don't hear from you.

- If we don't hear from you after 3 days of providing a resolution, CCC will auto-accept the resolution and close your request.