



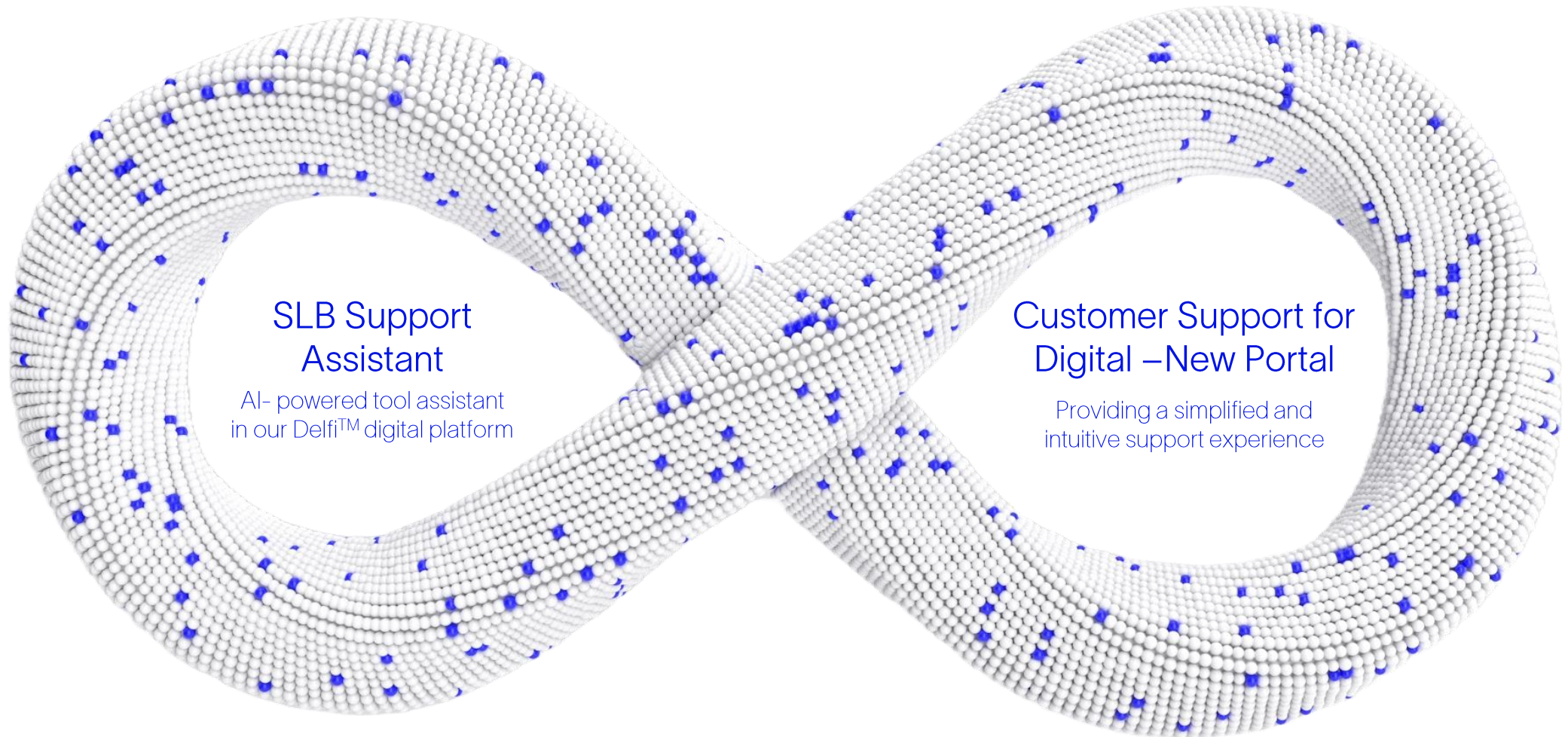
Customer Support for Digital

Simplifying our customers' digital Journey

Quick Launch User Guide

Customer Support for Digital

New and Cutting-Edge Experience



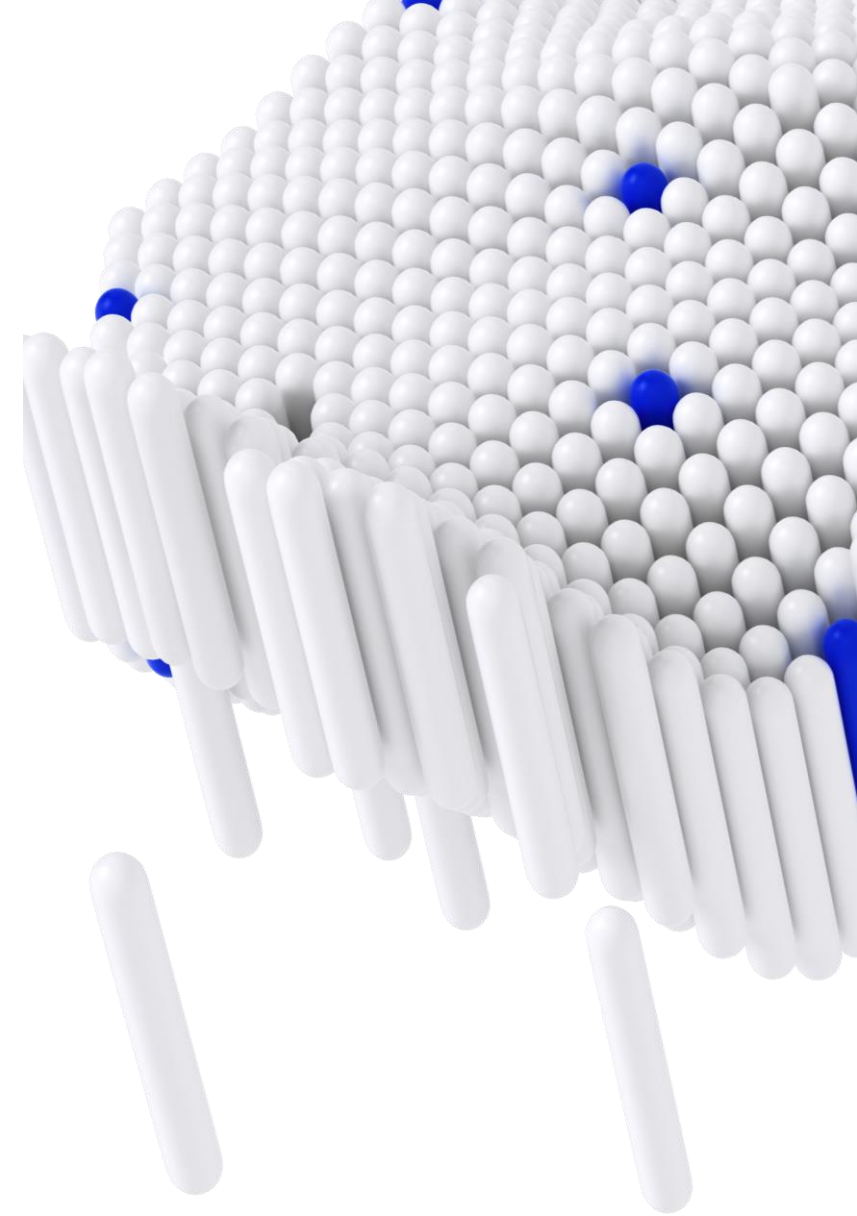
SLB Support Assistant

AI- powered tool assistant
in our Delfi™ digital platform

Customer Support for Digital –New Portal

Providing a simplified and
intuitive support experience

SLB Support Assistant

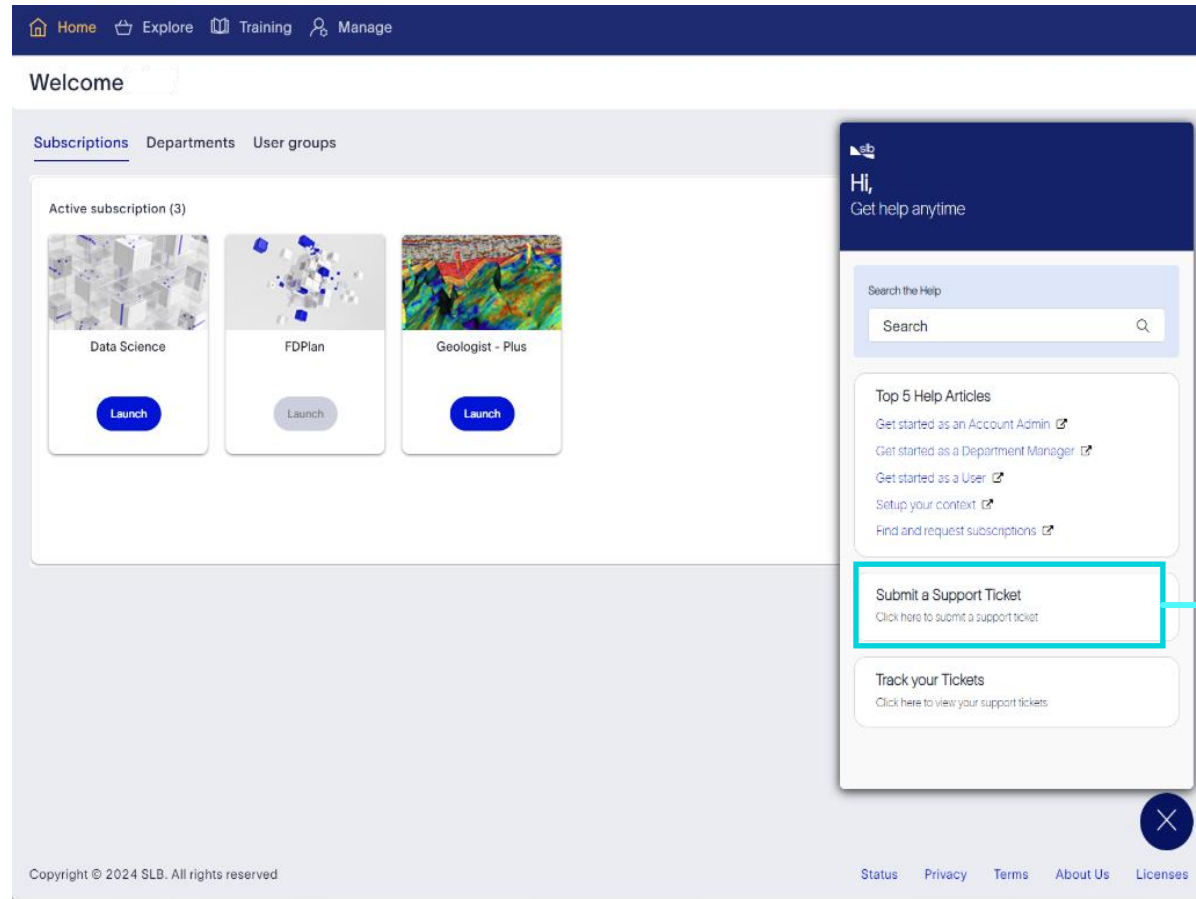


SLB Support Assistant – Quick launch access

The image displays the SLB Support Assistant interface. On the left, a 'Welcome' section shows 'Active subscription (3)' with cards for 'Data Science', 'FDPlan', and 'Geologist - Plus', each with a 'Launch' button. A callout bubble points to a chat icon in the footer: 'Simple click to access options through Delfi Portal'. On the right, a help sidebar is open, featuring a search bar, 'Top 5 Help Articles' (including 'Get started as an Account Admin', 'Get started as a Department Manager', 'Get started as a User', 'Setup your context', and 'Find and request subscriptions'), 'Submit a Support Ticket', and 'Track your Tickets'. Callout bubbles highlight these features: 'Seamlessly search and access information' points to the search bar; 'Top help topics for user' points to the top 5 articles; 'Quick ticket submission' points to the 'Submit a Support Ticket' section; and 'Easy status check' points to the 'Track your Tickets' section. The footer contains 'Copyright © 2024 SLB. All rights reserved' and navigation links for 'Status', 'Privacy', 'Terms', 'About Us', and 'Licenses'.

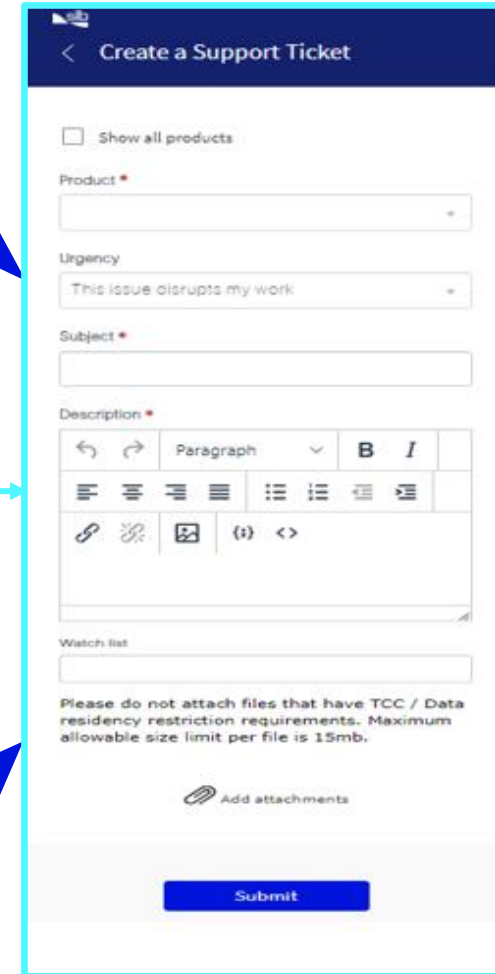


SLB Support Assistant – Quick ticket submission



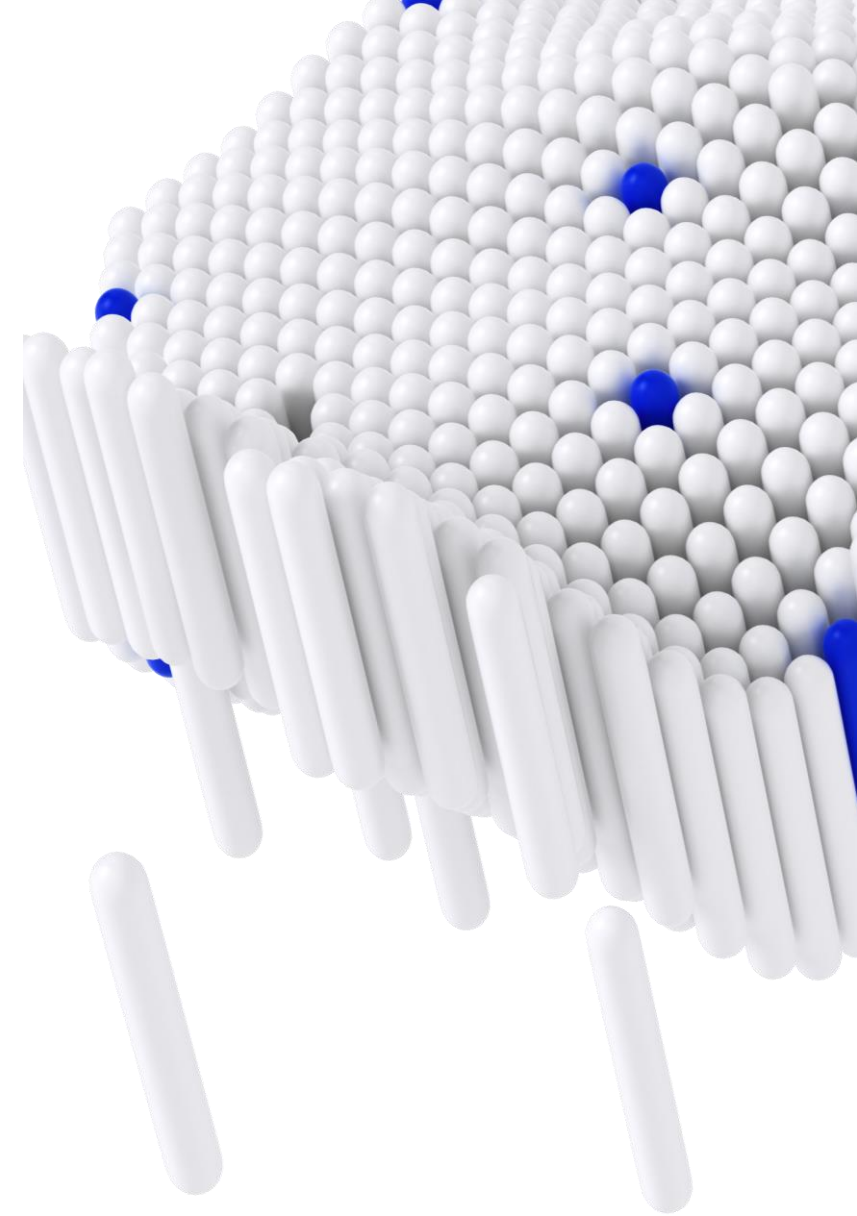
Simpler ticket submission with minimal fields

Contextualized support; providing support with key details and reducing questions



For more information, see the [SLB Support Assistant page](#).

Customer Support for Digital - New Portal



Customer Support for Digital – New portal access

	Before August 31, 2024	After August 31, 2024
Name	Customer Care Center	Customer Support for Digital
URL (Webpage)	customercarecenter.slb.com	customersupport.digital.slb.com
Email	<u>customercarecenter@slb.com</u>	<u>customersupport.digital@slb.com</u>

New URL to be used after August 31st, CCC old URL can only be used for open and old tickets. Any new ticket will be through new URL



Customer Support for Digital – Welcome page

The screenshot shows the 'Customer Support for Digital' welcome page. At the top left is the 'slb' logo and the text 'Customer Support for Digital'. At the top right are navigation links for 'Requests', 'Tours', and a user profile icon labeled 'UT'. The main content area features a personalized greeting: 'Hello User04 CSM Test, How can I help you?'. Below the greeting is a search bar with the placeholder text 'Type here what you are looking for' and a search icon. Underneath the search bar is the heading 'Explore More?' followed by five service tiles: 'Submit A Ticket', 'Chat With A Domain Expert', 'Software Download Center', 'Data Exchange', and 'Support Contact Details'. The 'Support Contact Details' tile is highlighted with a red border. To the right of these tiles is a callout box that says 'Quick access multiple support options'. On the far right of the page is another callout box that says 'Quick tour or requests summary'. On the left side, a callout box points to the search bar area and says 'Knowledge base quick help guide'.



Customer Support for Digital – Welcome page

slb Customer Support for Digital

Requests Tours UT

Hello User04 CSM Test,
How can I help you?

Type here what you are looking for

Explore More?

- Submit A Ticket
- Chat With A Domain Expert
- Software Download Center
- Data Exchange
- Support Contact Details

Quicker and simpler ticket submission



Customer Support for Digital – Ticket submission

The screenshot displays the SLB Customer Support for Digital interface. At the top, the navigation bar includes the SLB logo, the text "Customer Support for Digital", and links for "Requests" and "Tours". The main content area features a personalized greeting: "Hello User04 CSM Test, How can I help you?". Below this is a search bar with the placeholder text "Type here what you are looking for". An "Explore More?" section contains five interactive cards: "Submit A Ticket" (highlighted with a red box), "Chat With A Domain Expert", "Software Download Center", "Data Exchange", and "Support Contact Details". A red callout bubble on the left contains the text "Quicker and simpler ticket submission" with an arrow pointing to the "Submit A Ticket" card. To the right, a detailed view of the "Create a Support Ticket" form is shown. This form includes a search bar, a "Create a Support Ticket" header, a "Show all products" checkbox, and fields for "Product", "Urgency" (with a dropdown menu), "Subject", and "Description" (with a rich text editor). A "Watch list" field is also present. A "Submit" button is located at the bottom right of the form. A sidebar on the right contains "Quick links" with three items: "Learn more about SLB", "Continue Learning with NEXT", and "Access your Digital Home".



Customer Support for Digital – Ticket submission

The image shows a screenshot of a web application for creating a support ticket. The main form is titled "Create a Support Ticket" and includes a search bar at the top right. The form fields are: "Product" (a dropdown menu), "Urgency" (a dropdown menu), "Subject" (a text input), and "Description" (a rich text editor). A "Watch list" field is located below the description. A "Submit" button is at the bottom right. To the left of the main form is a separate "All Products" list with a search bar and a scrollable list of product names. To the right of the main form is a "Quick links" section with three cards. Below the main form is an "Add attachments" section. Several blue callout boxes with white text and arrows point to specific features: "Product filtering" points to the product list; "Option to limit or show all products" points to a checkbox; "Minimum fields" points to the Product and Urgency dropdowns; "Proceed to submission" points to the Submit button; "Attachments" points to the Add attachments section; "Ability to copy registered users error popup in case of unregistered email address" points to the Submit button; "Ticket 'Urgency' classification" points to the Urgency dropdown; "Quick links to useful information or Search" points to the Quick links section; and "Urgency" points to a separate "Urgency" dropdown menu showing options like "This issue disrupts my work", "I am blocked from doing my job", "This issue disrupts my work", and "I can continue to work".

Product filtering

Option to limit or show all products

Minimum fields

Proceed to submission

Attachments

Ability to copy registered users error popup in case of unregistered email address

Quick links to useful information or Search

Ticket "Urgency" classification

Urgency



Customer Support for Digital – Post ticket submission

The screenshot shows a web interface for a customer support ticket. At the top, the header includes the 'slb Customer Support for Digital' logo and navigation links for 'Requests' and 'Tours'. The main content area displays the ticket details for 'Gridding' (Number: CS1237627, Created: 6d ago, Updated: 6d ago, State: New). Below this, there is a section for 'Activity' with tabs for 'Activity', 'Attachments', and 'Additional Details'. The activity feed shows a message from 'User04 CSM Test (csmtestuser04@gmail...)' stating 'I have a gridding issue' and a system message 'CS1237627 Created'. A vertical timeline on the left of the activity feed shows the progression from 'Start' to 'UT' to 'UT'. Two blue callout boxes are present: one on the left pointing to the activity feed with the text 'Quick access to review activity, update attachments or provide additional info', and one on the right pointing to the activity feed with the text 'Ticket progress flow'.



Customer Support for Digital – Ticket summary “My List”

The screenshot shows a web application interface for 'Customer Support for Digital'. The top navigation bar includes 'Requests' and 'Tours' with a user profile icon. The breadcrumb trail shows 'Home > Cases'. On the left, a 'My List' sidebar contains a search bar and three menu items: 'All', 'Action Needed', and 'My Cases (Legacy System)'. A blue callout bubble points to the 'All' menu item with the text: 'Easy access to “My List” to follow up on cases'. The main content area features a table with a 'Keyword Search' bar and a search icon. The table has columns for 'Number', 'Product', 'State', 'Short description', 'Contact', and 'Account'. A blue callout bubble points to the table with the text: 'Quick update on all cases in one table'. At the bottom of the table, there are navigation arrows and the text 'Rows 1 - 11 of 11'.

Number	Product	State	Short description	Contact	Account
CS1237627	Petrel	New	Gridding		
CS1237463		New	D&I Customer digital support live chat		
CS1237443	Petrel	New	D&I Customer digital support live chat		
CS1237442	Petrel RE	Open	D&I Customer digital support live chat		
CS1237438		New	D&I Customer digital support live chat		
CS1237410	Petrel	New	D&I Customer digital support live chat		
CS1237397	Studio	Closed	crs related		
CS1236864	Cognite Data Fusion	New	cdt ODF		
CS1228460	Petrel	Open	test		
CS1228459	Studio	New	Studio Agent issue		
CS1228453	Studio	Open	CRS issue		

Customer Support for Digital – Chat with Domain Expert

The screenshot shows a customer support interface. At the top, it says "Hello User04 CSM Test, How can I help you?". Below this is a search bar with the placeholder text "Type here what you are looking for". Underneath the search bar is a section titled "Explore More?" with five buttons: "Submit A Ticket", "Chat With A Domain Expert", "Software Download Center", "Data Exchange", and "Support Contact Details". The "Chat With A Domain Expert" button is highlighted with a red box. A red arrow points from this button to a "Virtual Agent" chat window. The chat window displays a "TCC Statement" and a list of domain options: "Geology & Geophysics", "Petrophysics", "Production Engineering", "Reservoir Engineering", and "Cancel".

Interactive chat with a Domain Expert

Domain specific focused and not to be used for Delfi or infrastructure related tickets. Virtual agent leading to live agent support



Customer Support for Digital – Chat with Domain Expert

The screenshot displays a customer support portal. At the top, it says "Hello User04 CSM Test, How can I help you?". Below this is a search bar with the placeholder text "Type here what you are looking for". Underneath the search bar is a section titled "Explore More?" with five buttons: "Submit A Ticket", "Chat With A Domain Expert", "Software Download Center", "Data Exchange", and "Support Contact Details". The "Chat With A Domain Expert" button is highlighted with a red border. A red arrow points from this button to a chat window titled "Virtual Agent". The chat window shows a message from the virtual agent: "restrictions. It is not to be used for any activities that support or are related to U. S embargoed countries (as of 25-Jun-24, this includes Cuba, Syria, Iran, and North Korea) U.S. sanctions (as of 25-Mar-2024, Belarus, Russia, and annexed regions of Ukraine). It is also not to be used by sanctioned clients in South Sudan and Venezuela." Below this message is a prompt: "Please select the domain related to your question". A button labeled "Geology & Geophysics" is visible. Another message from the virtual agent says: "It may take some time to identify the next available expert. Please let us know how you would like to proceed". Below this are two buttons: "Create a ticket" and "Wait for an expert". At the bottom of the chat window, it says "Please pick an option.".

Virtual Agent supported to help with creating a ticket or direct to next available expert



Customer Support for Digital – Software Download Center

Customer Support for Digital

Hello User04 CSM Test,
How can I help you?

Type here what you are looking for

Explore More?

- Submit A Ticket
- Chat With A Domain Expert
- Software Download Center**
- Data Exchange
- Support Contact Details

Quick access to Support Download Center

Software Download Center

The Software Download Center provides access to software installation files, release documents and other related guides. Access rights to this application varies by country. See information below regarding access to downloads.

Download Center Terms, Help, and Access Restrictions

Downloading and Installing

We strongly encourage you to fully read and follow the installation guides provided with any software you download from this facility. In addition, please ensure that you comply with any requirements that your company has in relation to IT systems that they own and manage.

NEW DOWNLOAD FEATURE:

The new IBM® Aspera® High-Speed File Transfer feature released with the latest version of the SDC enables high-speed, robust and reliable data transfers by leveraging the Fast, Adaptive and Secure Protocol (FASP) technology using the UDP protocol. Users are now able to download large files much faster as well as pause and resume downloads with the use of the IBM Aspera Connect browser plugin, distributed through the SDC. The plugin provides predictable, reliable and secure delivery regardless of file size, transfer distance and network conditions. It promises to improve file transfer speeds, especially in remote locations with high packet loss and/or latency networks.

We have created a [step-by-step guide](#) to downloading the plug-in.

Help

If you have queries about installing any software firstly check with your company IT contact and then follow up with SIS Support staff by creating an incident via the Customer Care Centre ([phone](#) or [online](#)). NOTE: SIS does offer installation services if you need assistance with an installation.

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Customer Support for Digital – Data exchange support

Customer Support for Digital

Hello User04 CSM Test,
How can I help you?

Type here what you are looking for

Explore More?

- Submit A Ticket
- Chat With A Domain Expert
- Software Download Center
- Data Exchange**
- Support Contact Details

Secure Data Exchange

IMPORTANT NOTICE: Logout of any prior Data Exchange session before starting a new session.

- Secure file transfer is for upload/download of files related to a Support ticket
- Data is treated as Confidential in compliance with Schlumberger Customer Data Standards
- By using the Customer Care Center (CCC) and Secure Data Exchange (SDX) you understand that any data you upload may be exported from the country of upload for the purpose of providing support and that by uploading any such data you agree to such export and confirm you have all necessary authorizations and approvals to allow for such export
- In order to successfully use Secure Data Exchange, you will need to disable pop-up blocker
- To access Data Exchange, you will need a valid ticket number. Enter numbers only, without REQ
- Please do not attempt uploading a file larger than 9GB
- If your file is larger than 8 GB, you must split the file into smaller zip files less than 9GB in size before uploading.

Recommended browser: Google Chrome

Don't know your ticket number? Check the email you received from customercarecenter@slb.com when you submitted your incident or created a new support ticket here

ENTER CUSTOMER EMAIL ADDRESS

ENTER TICKET NUMBER (WITHOUT REQ)

Customer will not allow access, use of, or ingestion of data to the Online Services by Authorized Users.
(1) from Cuba, North Korea, Syria, Iran, Russia, Myanmar or other countries that are subject to United States, United Nations, European Union or similar trade sanctions/embargoes; or

Quick access to data exchange support required for support tickets



Customer Support for Digital – Support contact details

Customer Support for Digital

Requests Tours

Hello User04 CSM Test,
How can I help you?

Type here what you are looking for

Explore More?

- Submit A Ticket
- Chat With A Domain Expert
- Software Download Center
- Data Exchange
- Support Contact Details

Support Contact Details

SEARCH A COUNTRY

United Kingdom

PRODUCTS	CONTACT INFO
All products except those listed below	+0800 328 9055 (toll free) Email: Customer.Care.Center
Cameron Support	For Cameron Supplier Portal (SSP) related questions Email: Cameron.Support.Team@cameron-service.com
Ocean Framework	Submit Ticket (for licensed Ocean Developers only)
Omega & WesternGeoco plug-ins	+44 1293 55 76 55
OMNI & Vista	+1 403 638 8990 Office hours: (Mon-Fri) 8:00am - 5:00pm (Mountain Time) Email: omni-support@slb.com
UniQ	+971 55 752 0502

Quick access to country support contact details



Thank you

