

NCR Voyix

Customer Support Portal User Guide

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Background and Description

NCR Voyix Customer Support Portal is a personalized website that provides users with a centralized platform to access important company information and utilize self-service features. It offers a streamlined, one-stop destination where customers can create cases, track issues, or find solutions to common problems.

Customer Support Portal is important for several reasons, especially in the context of customer support and service management:

Centralized Issue Tracking: It allows customers to submit, track, and manage their issues or requests in one place. This improves transparency and ensures that nothing falls through the cracks.

Efficient Issue Resolution: By categorizing and prioritizing cases, support teams can address urgent issues quickly. This results in faster and more efficient resolutions.

Customer Empowerment: Customers can self-serve by checking the status of their cases without needing to contact support multiple times.

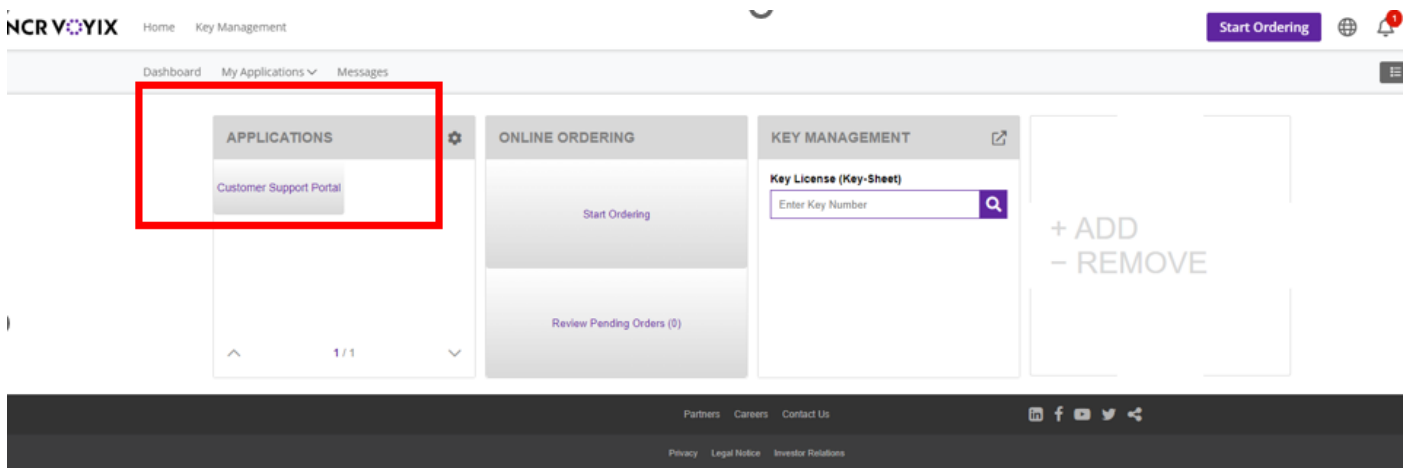
A customer ticket portal enhances both customer experience and operational efficiency.

User Access

Customer Support Portal can be accessed through Customer Portal (MyNCR)

<https://customerportal.ncrvoyix.com/>

It is prerequisite for user be configured and profiled in MyNCR before accessing the Support Portal.



Home Page

Supporting functions are available on the top ribbon:

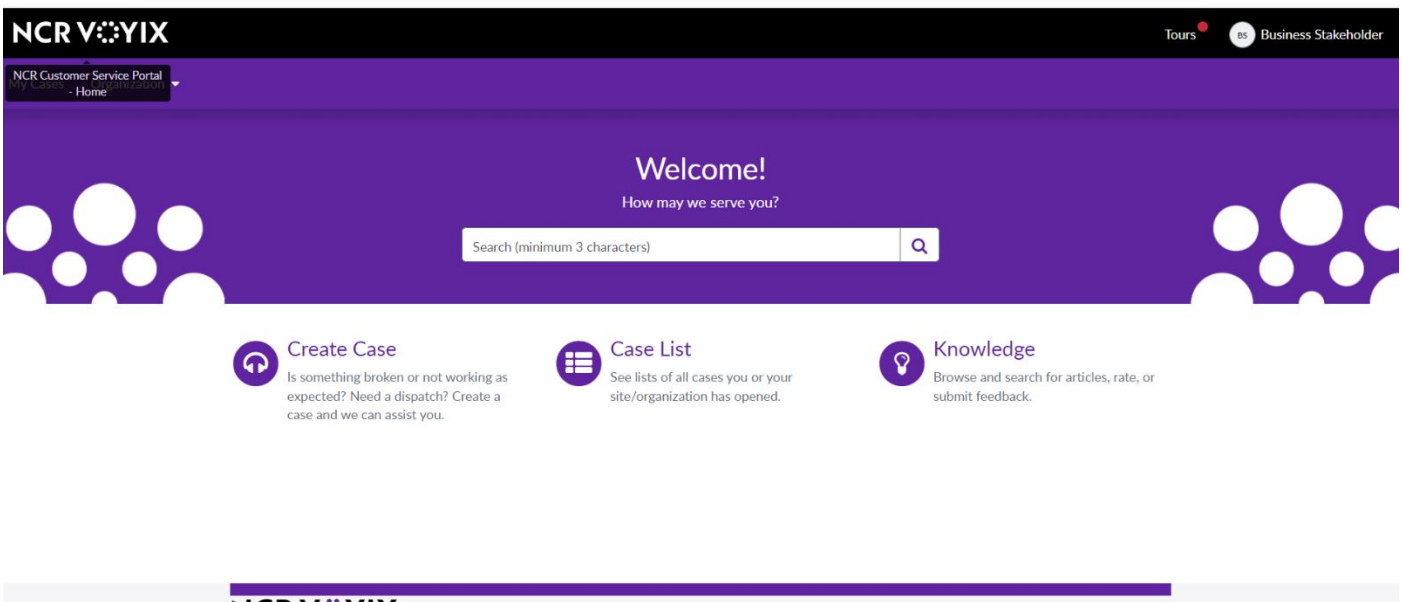
- **NCR Voyix Logo** – clicking on the top left corner – **NCR Voyix** company logo will bring you back to the home page.
- **Tours** - Click on Tours to see quick steps on How to use the main support functionalities.
- **Your Name** - By clicking on User's name, customer user can see their **Profile** or **Log out**.

Profile page provides portal users with chance to view and manage their personal information (Name, Surname, email) and manage **Notification preferences** and **Language**.



Home page provides intuitive access to the Portal's main functionalities:

- Create Case
- Case List
- Knowledge



Create case

Customer service **cases** store information about customers, their questions and issues, and related information. **Create Case** allows customers to submit and manage their issues or requests in one place.

Based on entitlement, available support options may vary on a customer and/or user level.

The screenshot shows the 'Support' page in the NCR Voyix Customer Support Portal. The breadcrumb navigation is 'Home > Customer Service > Support'. A search bar labeled 'Search Catalog' is located in the top right. On the left, a sidebar menu shows 'Services' with a count of 1 and 'Support' with a count of 4. The main content area is titled 'Support' and contains a table with the following data:

Item	Description	Price
Create Case - Field Service Dispatch	Issue for hardware that requires Field Service Dispatch	
Create Case - HSR Hardware Dispatch	Create Case - HSR Hardware Dispatch	
Create Case - Software Support	Create Software Support Case	
Create Hardware Case - Remote Support	Issue for hardware that does not require a dispatch.	

- For reporting Hardware issue that does not require a dispatch click on **Create Hardware Case - Remote Support.**
- For reporting Software issue click on **Create Case - Software Support**
- For hardware issue that require Field Service Support click on **Create Case - Field Service Dispatch**
- For hardware issue that needs Hospitality Specialty Retail (HSR) dispatch click on **Create Case – HSR Hardware Dispatch**

Request form opens in a new portal tab and mandatory fields are marked with asterisk.

Request forms contains three parts:

- Customer Information
- Asset Information
- Issue Details

Users need to indicate **Urgency**. Urgency refers to the issue’s time sensitivity – how long before this issue affects business.

If users need to attach any relevant documents or screenshots, they can use **Add Attachment** functionality. At the bottom there is a free text box for adding additional comments.

Please attach any relevant documents or screenshots

Do you have any additional comments?

 [Add attachments](#)

Submit button is on the right side, top of the form.

Create Case - Software Support

Create Software Support Case

* Indicates required

If this is a **CRITICAL ISSUE**, please call your Customer Support team.

Submit

Required information

CUSTOMER INFORMATION

User's name used for **Customer Portal login** is already prepopulated. If you would like a different user to be Case contact, check **Alternate Contact Information** box and fill in the required information.

Select the Company and Site relevant for the issue that you are reporting.

Users that have view only on-Site level, **Company** and **Site** will be already prepopulated.

Customer Information

*Requested for

*Company

*Site Name

Store/Branch Number

Alternate Contact Information

CREATE HARDWARE CASE - REMOTE SUPPORT

It is prerequisite to select **Site** before you move to completing **Asset Information**.

The dropdown selection of **Hardware models** pertains only to the **Site** selected.

In **Asset selection** field you will see all the assets from the selected model pertaining to the selected **Site**.

Asset Information

*Please select the hardware model

*Please select your asset

CREATE CASE - SOFTWARE SUPPORT

In the dropdown menu **“What software or application are you having an issue with?”** users need to select from the **software models** list pertaining to the account. Select the software/application that you want to create case for.

Alternate Contact Information

Software / Application Information

*What software or application are you having an issue with?

🔍

NCR NCR FastLane Release 6 Core Application & Platform Kit	Fastlane
NCR Power Picking (large format), Per store for retailer with 26 to 100 stores	GEMS - DAX / Inv / Picking

Now that you selected the SW model, select any of the offered SW assets pertaining to the model previously selected.

Software / Application Information

*What software or application are you having an issue with?

i
NCR NCR FastLane Release 6 Core Application & Platform Kit
✕
▼

Which software asset are you reporting?

🔍

	Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core

CREATE CASE - FIELD SERVICE DISPATCH

It is prerequisite to select **Site** before completing **Asset Information**.

The dropdown selection of **Hardware models** pertains only to the **Site** selected.

In **Asset selection** field you will see all the assets from the selected model pertaining to the selected **Site**.

Asset Information

*Please select the hardware model

SSCO R6C Narrow Core Credit/Debit Only, 2 Bag, XR7 Plus

*Please select your asset

11234* DK73604220909011234* - NCR Corporation SSCO R6C Narrow Core Credit/Debit Only, 2 Bag, XR7 Plus

62613973 DK73604220909062613973 - NCR Corporation SSCO R6C Narrow Core Credit/Debit Only, 2 Bag, XR7 Plus

In addition to asset information, users must select the **Type of dispatch**, and provide information regarding the issue.

*Please select the hardware model

SSCO R6C Full Function, No Bag, XR7 Plus

*Please select your asset

170537561

*Where is the Asset Located?

5th floor, lane 12

*What type of dispatch do you need?

DEPO

01

02

1ALT

2ALT

CHGC

DEPO

View and Select Assets regardless of Site entitlement

When Creating **Case – Hardware Remote Support** and **Case - Field Service Dispatch**, if envisioned by the customer service contract, the customer may be able to see all asset regardless of the site they are selecting. Customer will see note that selection of asset not visible on site, might result in additional billing. User has option to select **Hardware Model** for all assets covered by the contract, regardless of the site selected. Selection of **Hardware Model** will pre-filter the assets in **Please select your asset**.

Alternate Contact Information

Asset Information

If you cannot find the equipment you may search for same Product model asset at a different site by clicking on "Show all product models covered by your contract" and selecting your product model from "Please select the Hardware Model Number (PID) (full MCN search)". **IMPORTANT** - If you select an equipment that is not listed at your site, you may be charged.

Please contact your Client Operations Leader for any entitlement changes.

 Show all product models covered by your contract

* Please select the Hardware Model Number (PID) (full MCN search)

* Please select your asset (product search)

* Where is the Asset Located?

CREATE CASE – HSR FIELD SERVICE DISPATCH

HSR stands for Hospitality Specialty Retail. It is a system used by NCRV to manage field service operations in hospitality and retail industries.

This option gives customers ability to create hardware maintenance requests based on pre established Service Levels and dispatch parts and technicians.

After selecting the site, the customer is shown option to select the hardware model and serial number.

Home > Customer Service > Support > Create Case - HSR Hardware Dispatch Search

Alternate Contact Information

* Please select the Hardware Model Number (PID)

1646-0000-8801	EPC4 WEPR7 16GB 2GB-RAM
1651-0000-8801	Panther Fuel Controller One Interface Board 16FP WEC7
1667-0042-9001	P300F051:NCR DS9208 SR Scanner USB

Solution Set ID

Contractual SLA

Shipment Method

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Selection of **Hardware Model** and **Serial Number** will pull out values for **Solution Set ID, Contractual SLA,** and **Shipment Method.**

If selected **Serial Number** is already in use with active dispatch case, customer will receive note and they can proceed with the case by overriding the **Serial Number** (check the box **Enter different serial number**).

Alternate Contact Information

*Please select the Hardware Model Number (PID)

Solution Set ID

*Please select the Serial Number ?

You can select the serial number from existing serialized assets related to the same site account, or you can choose to manually type the serial number by clicking the "Enter different serial number (override)" checkbox.

Contractual SLA

Shipment Method

*Asset / Serial Number entered is in use on a separate dispatch.
Please check all open cases/dispatched and select a diferent PID if needed.*

Enter different serial number (override)

*Please provide a short summary of the issue.

When creating **Case – HSR Service Dispatch**, Customer also has option to override the address, by checking the box **Address Override**.

US

Address Override

*Address 1

Address 2

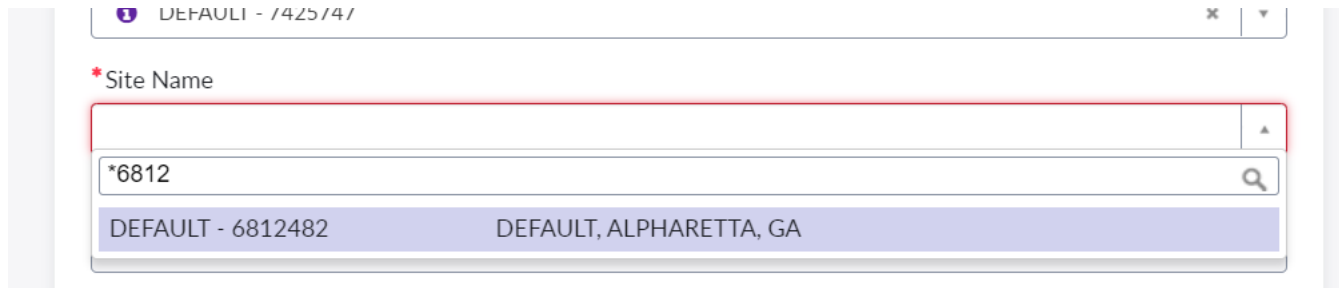
*City

*State / Province

*Zip / Postal Code

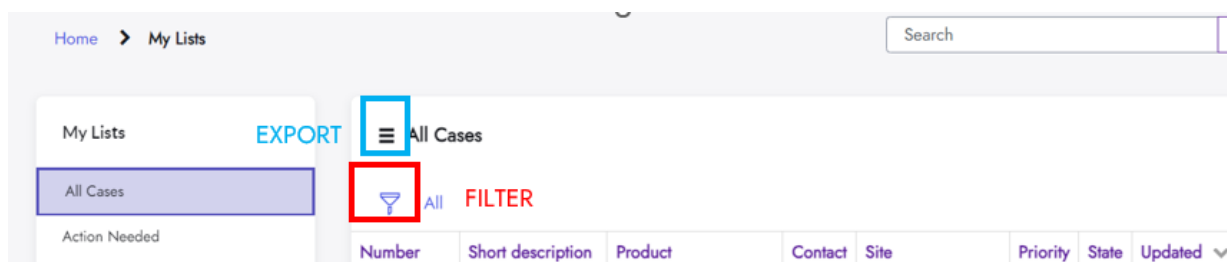
Wild Card

To perform a wildcard search, use the asterisk (*) character. This wildcard filters field values added after the asterisk and removes need for exact match.



Case List

Case List allows users a view of all cases on their account or site.



Case List view has the following columns:

- **Number** (unique Case identifier)
- **Brief description** (brief issue summary - key words)
- **Product** (affected asset model)
- **Contact** (Case contact person)
- **Site**
- **Priority** (Impact and urgency are used to assign a priority - identifies the required time for actions to be taken)
- **State** (refers to the Case state - New, Open, Pending, Awaiting Info, Resolved, Closed, Cancelled)
- **Updated** (time stamp when the case was last updated)

All columns are sortable, which helps users customize their view.

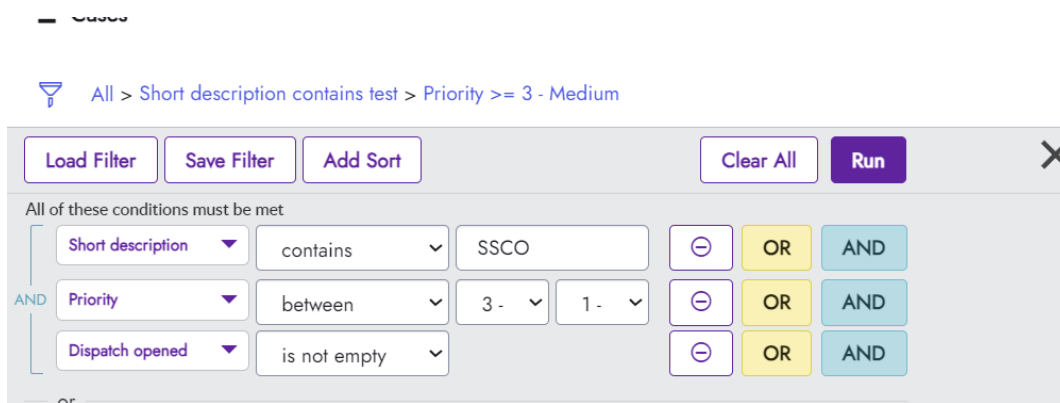
FILTERS

Filters allow users to create their own case list by setting their preferences.

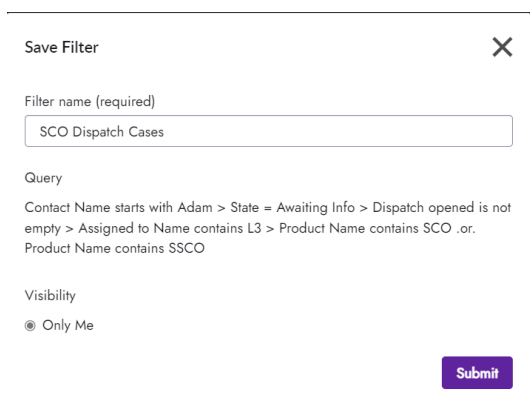
Users are equipped with a set of **operators** to be used in combination with filters, condition builders, and encoded queries.

Operators available for condition builders are **And Or**,

Operators available for string fields are: *starts with, ends with, contains, does not contain, is, is not, is empty, is not empty, is anything, less than or is, greater than or is, between, is same, is different.*



Filter presets can easily be saved by selecting **Save Filter** and can be recalled by clicking on **Load Filter**.



Load Filter



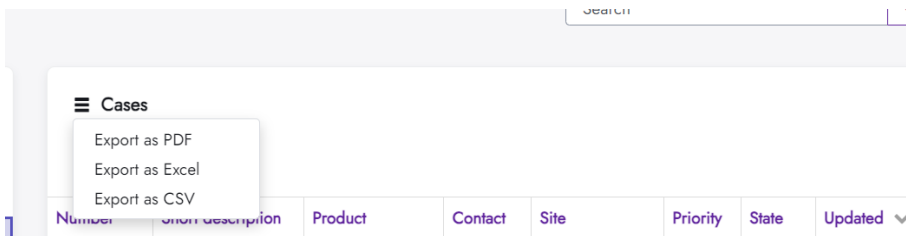
Search filters

SCO Dispatch Cases



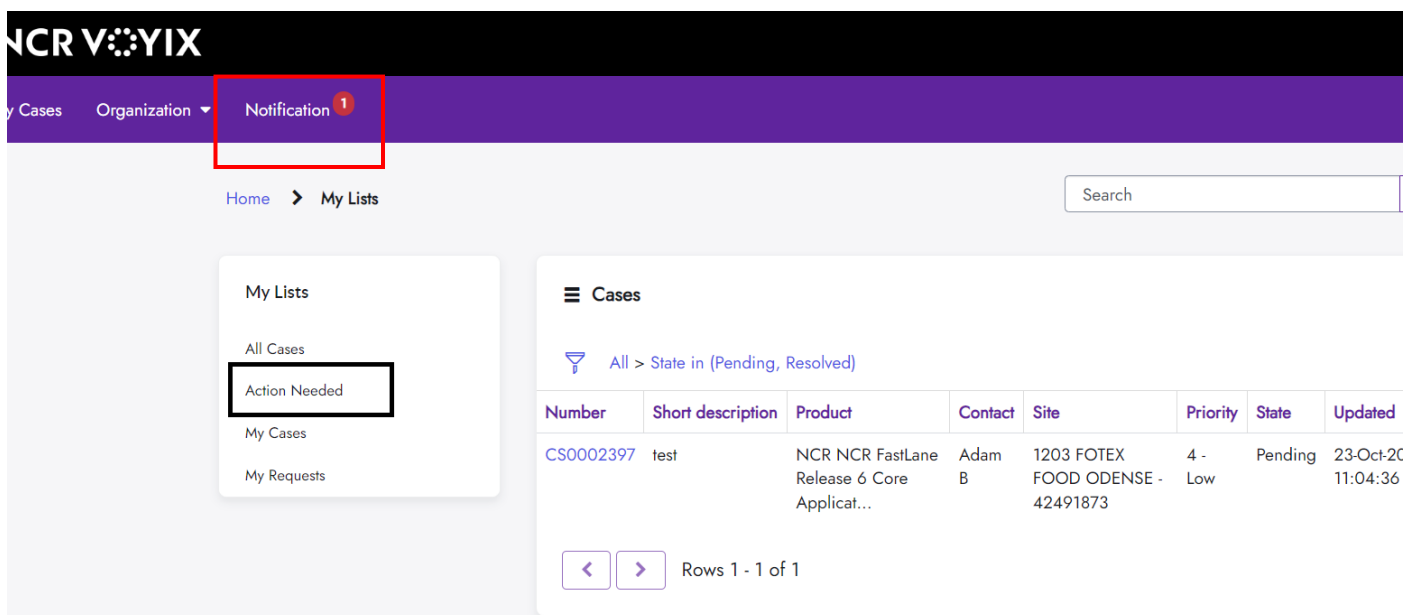
EXPORT

Case list with all Cases or your own **Case List** with selected **Filters** can be exported in **PDF, Excel, or CSV.**



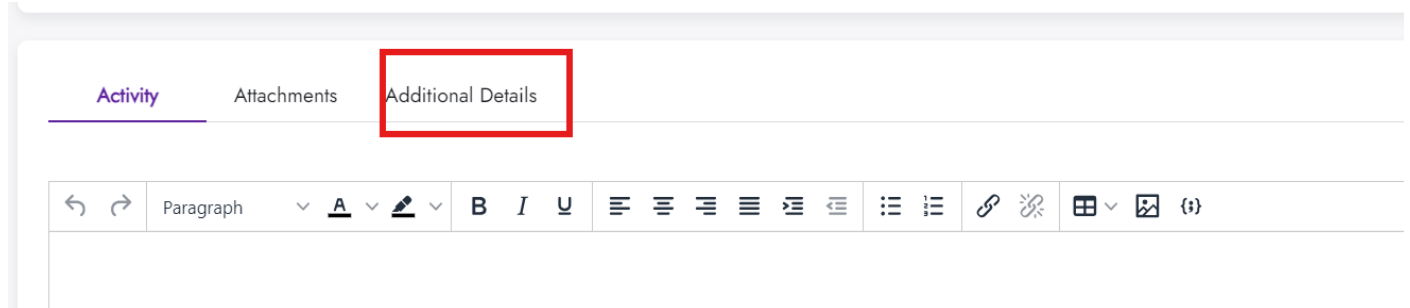
ACTION NEEDED

Action Needed is portal functionality that allows the Customer to view Cases that require their attention. Customers can click on **Action Needed** in the **Case List** and see cases that require Customer’s attention. Customer will also see prompt in **Notification.**



Case Review

To review **Case**, open the case and select **Additional Details**



Activity Attachments **Additional Details**

Requested for
██████████ test

Company
██████████ Z O.O. - 8126661

Site Name
██████████ RAKOW - 42771318

Store/Branch Number
102

Alternate Contact Information
false

Please select the hardware model
SSCO R6L Plus Narrow Credit/Debit, XR7 Plus

Please select your asset
158363528

Where is the Asset Located?
test

What type of dispatch do you need?
DEPO

Please provide a short summary of the issue.
test

Please describe the issue in detail or other dispatch information you need to provide.
test

Urgency
2 - High