

Support Desk

User Guide



Contents

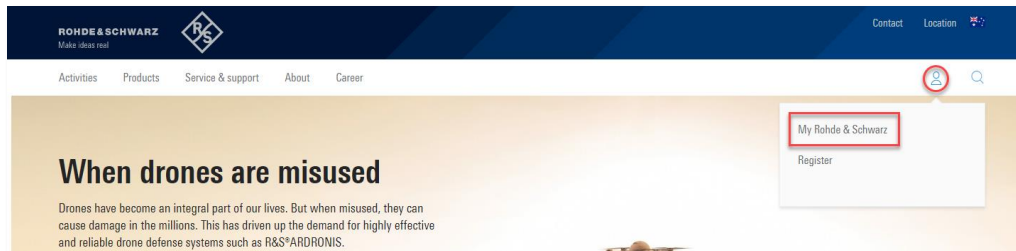
- 1 Support Desk Self Service Login 3
- 2 Place and track a ticket..... 5
 - 2.1 Create a ticket..... 5
 - 2.2 Ticket Status 9
 - 2.3 Track your Tickets 10
 - 2.4 View Details of your Ticket 13
 - 2.5 Update your Ticket..... 14
 - 2.5.1 Send an attachment 14
 - 2.5.2 Send a note/message 15
 - 2.6 Answering further inquiries 15
 - 2.7 Resolve your Ticket 17
- 3 Contact the Customer Support..... 19

1 Support Desk Self Service Login

To access the Self Service Support Center open the following link in your browser:

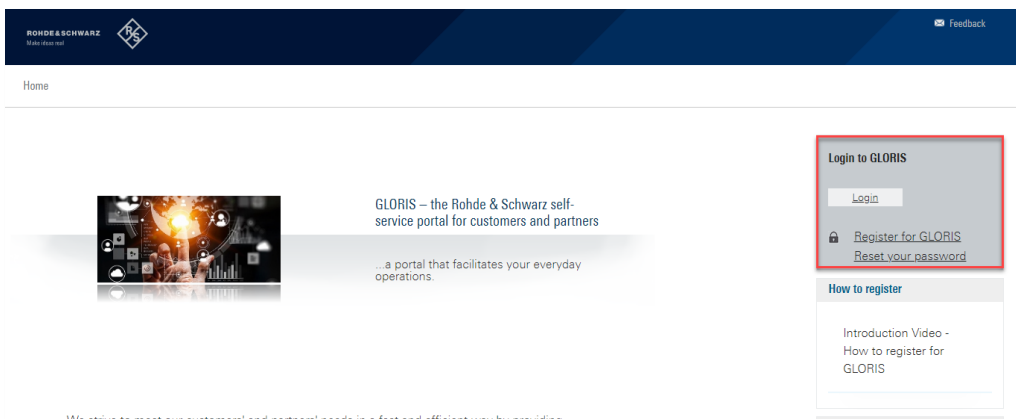
URL: gloris.rohde-schwarz.com

Or click on the customer portal icon on the R&S website.



The GLORIS login dialog will open.

Enter your login ID and password, and then click **Login**.



When you click on the “Support Desk” section on the Home-Screen, it connects you to the Support Desk Self Service portal. .

ROHDE & SCHWARZ
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Feedback Help

Home News Center Support&Services Sabrina Hellwig

UK Air Traffic Control provider NATS selects Rohde & Schwarz for Second Voice System

NATS has selected the R&S VCS-4G IP-based voice communications system from Rohde & Schwarz as its second voice system for its air traffic control (ATC) communications in UK airspace.

Contact
E-Mail [Customer Support](#)

News Teaser [Select Channels](#)

Div. 2: Rohde & Schwarz at Defense & Security, Bangkok, November 18 to 21, 2019
23-Oct-2019 | [Global News](#)

Div. 2: Rohde & Schwarz at Dubai Airshow, November 17 to 21, 2019
23-Oct-2019 | [Global News](#)

Rohde & Schwarz at DSEI 2019, London, September 10 to 13, 2019
07-Aug-2019 | [Global News](#)

Quick Links

Support Desk
Customer frontend to handle all types of inquiries

Service Management
Manage your products and create Service Requests in an efficient way.

Notifications

Support & Services
No Equipment maintained

Sales

Support Center Dashboard

Request a solution
Create new Ticket

Contact us
Call us

Your action required
Tickets waiting for you

My active Tickets **My Group Active Tickets** [Show all](#)

35081	QPS shows strange picture	High Priority Processing
35092	Test ticket customer is angry	Low Priority New
35083	Help for RTO	Medium Priority Processing
34467	Test Ticket 2	Medium Priority New
34466	Test Ticket	High Priority New
34444	Test Ticket SH_Service 21.10	Medium Priority Processing

All Active Tickets
6 Tickets

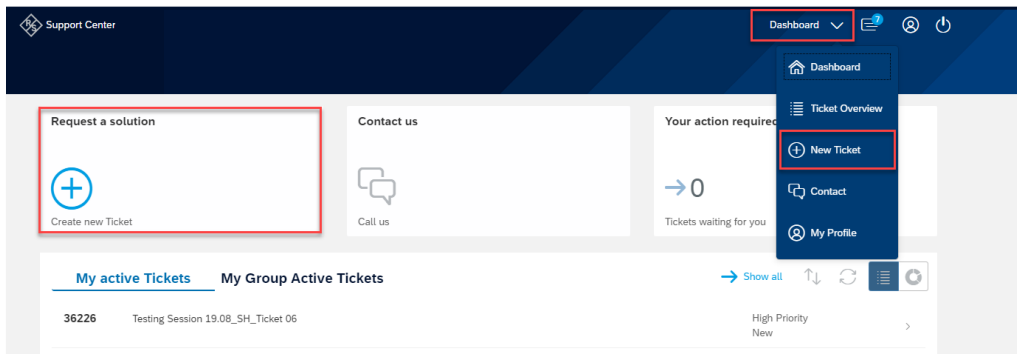
Closed Tickets
0 Tickets

2 Place and track a ticket

This chapter describes how to create a ticket to the appropriate product support, as well as track or update your tickets later on.

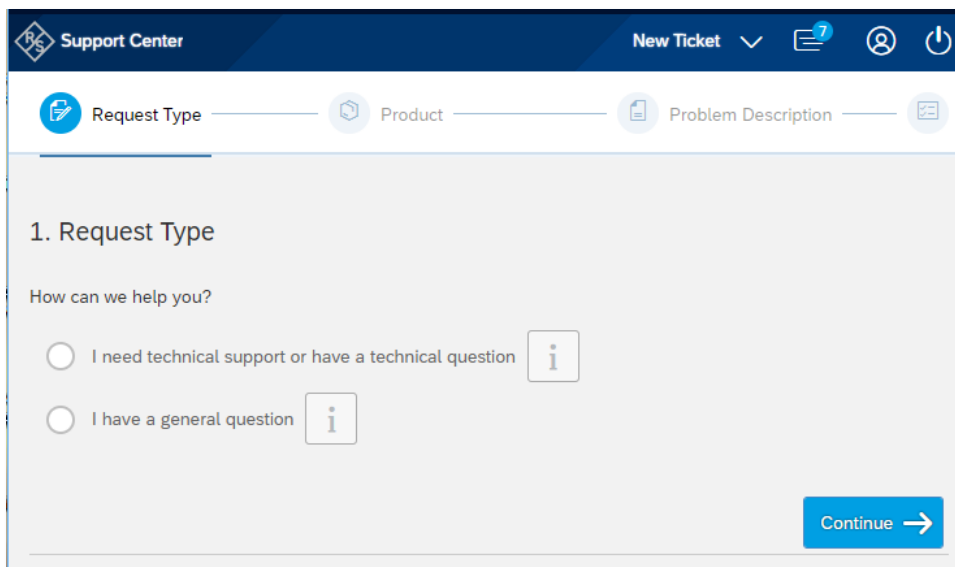
2.1 Create a ticket

You can create tickets in the **Support Center** either by clicking **Request a Solution** or under the Dashboard dropdown by clicking on **New Ticket**.



To create the ticket, please follow these steps:

1. Select the Request Type you require: technical support or general question. Then click **Continue**.



2. In the next steps, you need to specify your issue. First by selecting which product is affected:

2. Product

Please tell us what product is it about.

by IDs or numbers

I know the material number and serial number or the Device ID of my product.

by product name

No device information available

I have no product information or an issue not related to a product.


- **By Device ID or Material/Serial number**

by IDs or numbers

I know the material number and serial number or the Device ID of my product.

Device ID

Material and Serial Number



Find the Device ID in the setup menu or on a label on the back plate of the instrument or select Material and Serial No

*Device ID:

Check

Product name:

by IDs or numbers

I know the material number and serial number or the Device ID of my product.

Device ID

Material and Serial Number

*Material Number:

*Serial Number:

Check

Product name:

- **By Product Name**



A screenshot of a form with a radio button labeled "by product name" which is selected. Below it is a text input field with the label "*Product name:" and the text "Product" entered.

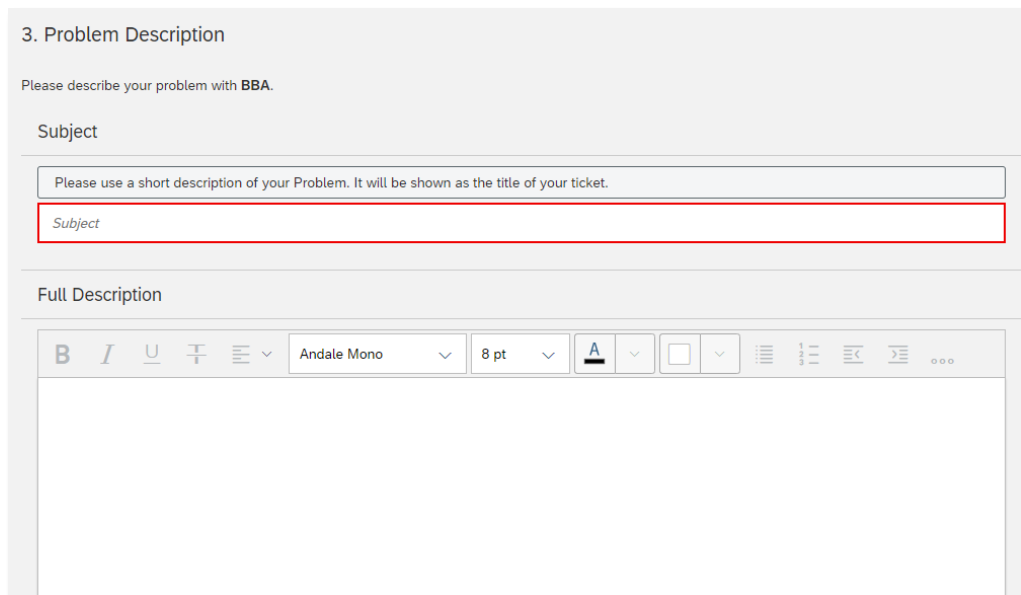
- Or no device information available

Afterwards click **Continue**.

3. In the next step, describe your issue.

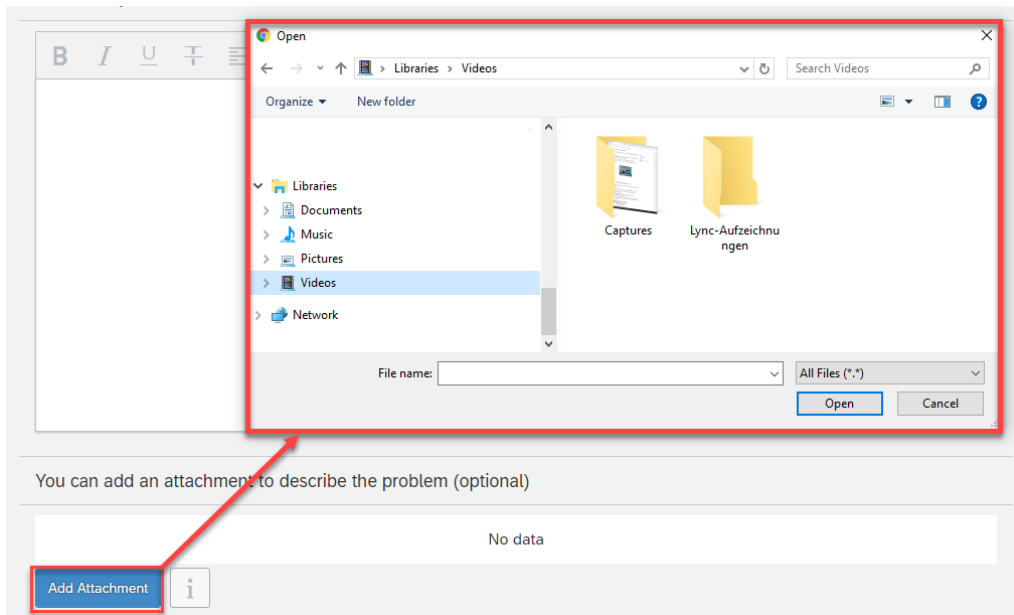
In the **Subject** field, enter a brief description. Choose a summary that is self-explanatory to the issue you are entering.

In the **Description** field, enter a detailed description.



A screenshot of a form titled "3. Problem Description". It contains the instruction "Please describe your problem with BBA." and two main sections: "Subject" and "Full Description". The "Subject" section has a text input field with a red border containing the word "Subject". The "Full Description" section has a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, font family (Andale Mono), font size (8 pt), and other formatting options.

4. **(Optional)** If you have a file that you want to attach to the ticket, click **Add Attachment** and utilize the resulting dialog to locate and attach the file. Please keep in mind, that the file should not be larger than 200MB.



5. In the **severity** field, select a level that best describes the importance of resolving the ticket. In order to determine the correct severity, please utilize the available help text describing each category.

What is the severity level of your problem?

Please use that if you have a problem that seriously affects Product/System operation. The Product/System is usable and a workaround exists, but an essential component of the Product/System is malfunctioning and substantially impacts operation.

High

6. If necessary, fill in the optional fields like **SW/FW Version**.

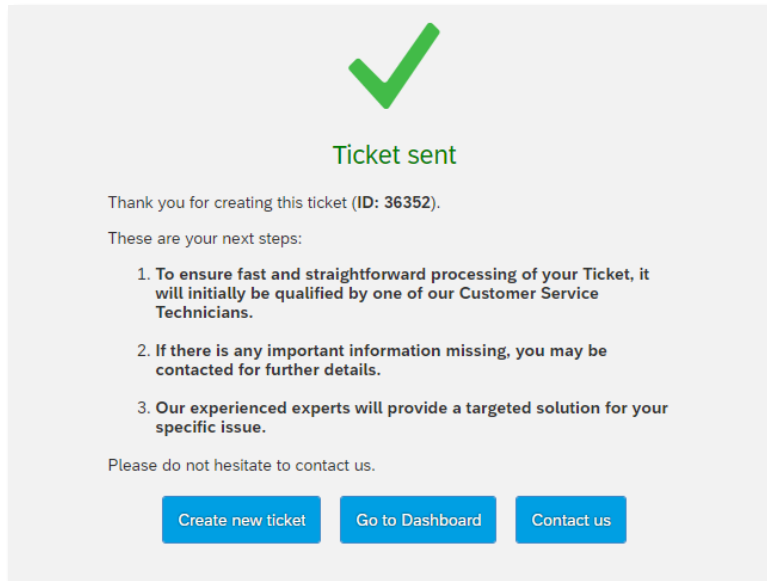
Firmware / Software Version (optional):

7. In the **Reference number** field you can enter your own reference number if you have one, e.g. from your own ticket system.

Your Reference number (optional):

8. Click **Continue** and check the summary information.
9. After you click **Submit**, the following actions take place:
- The system creates the ticket and sets its status to New.
 - The ticket is available for you to access and track in the Self Service module from the ticket workspace.

- If there is any information missing, we will contact you for further details.
- Be assured our experts will provide a targeted solution as fast as possible.



10. You can then create another new ticket, go to the dashboard or contact the Customer Support via phone.
11. Please note, that the SLA fields are only appear as available if you already have a valid SLA contract.

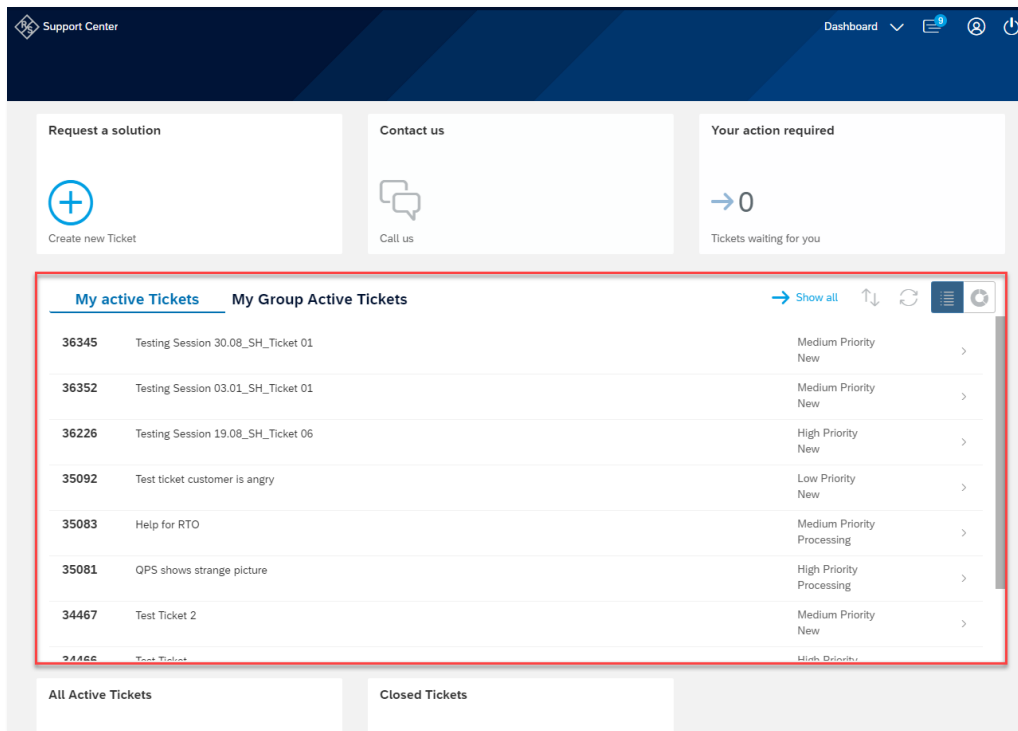
2.2 Ticket Status

When you first create a ticket, it has the status **New**. Once we receive the ticket, an R&S employee will process the ticket and the status will change accordingly.

Status	Details
New	We have received your Ticket and may contact you for further details.
Processing	We are searching for a solution. Please be patient.
Waiting for customer	We have received your Ticket and may contact you for further details.
Resolved	A solution for your issue is available. Please refer to the Resolution for further details.
Closed	Automatically closed after 60 workdays after the status "Resolved" was set. Archived Status

2.3 Track your Tickets

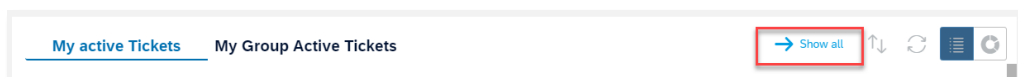
Once you create your tickets you can view them all in the “My Active Tickets” list in the support center.



The list contains the following information:

- **Ticket ID** - The tracking number assigned to the issue.
- **Subject** - The text that you entered in the ticket summary field.
- **Status** – Current status of the ticket.
- **Priority** - Category of the ticket

By clicking on **Show all** you get the full list of all your tickets in a more detailed list including the creation date and the last activity date.

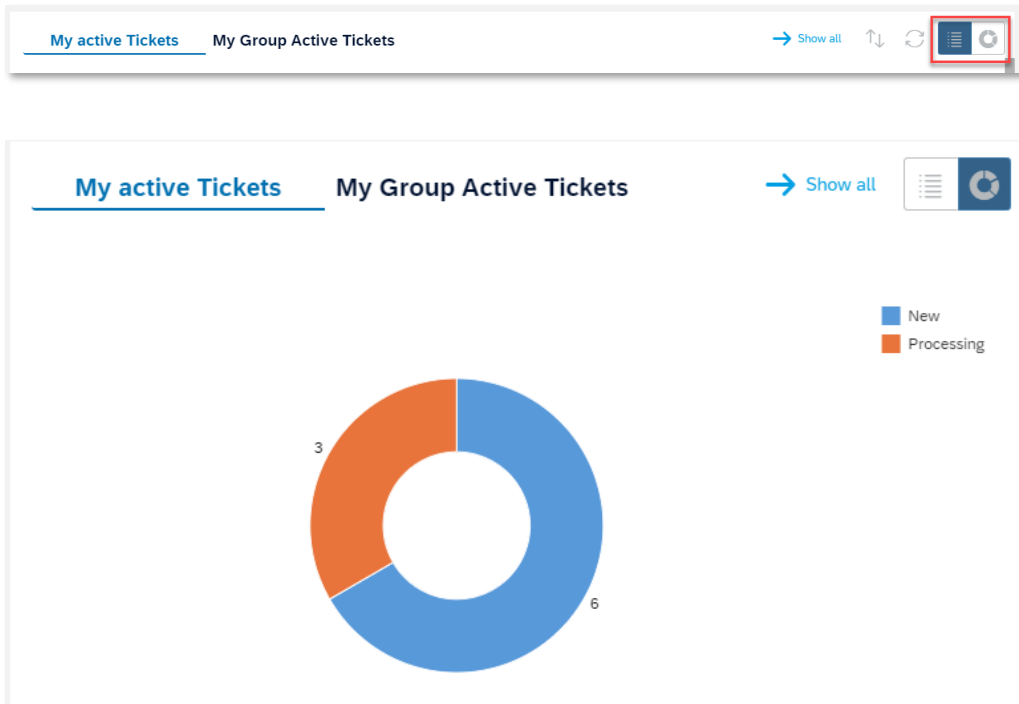


My active Tickets		My Group Active Tickets		My Active Tickets						
ID	Subject	Creation date	Last activity	Priority	Status	Contract Coverage	New Messages	Action required	Subtickets	
36352	Testing Session 03.01_SH_Ticket 01	Jan 3, 2020	Jan 3, 2020	Medium	New				>	
34466	Test Ticket	Oct 21, 2019	Oct 21, 2019	High	New				>	
34467	Test Ticket 2	Oct 21, 2019	Oct 21, 2019	Medium	New				>	
35081	QPS shows strange picture	Nov 14, 2019	Nov 14, 2019	High	Processing				>	
35083	Help for RTO	Nov 14, 2019	Nov 14, 2019	Medium	Processing				>	
36226	Testing Session 19.08_SH_Ticket 06	Dec 18, 2019	Dec 18, 2019	High	New				>	
36345	Testing Session 30.08_SH_Ticket 01	Jan 3, 2020	Jan 3, 2020	Medium	New				>	
34444	Test Ticket SH_Service 21.10	Oct 21, 2019	Oct 21, 2019	Medium	Processing				>	
35092	Test ticket customer is angry	Nov 14, 2019	Nov 14, 2019	Low	New				>	

With the **View Sort Settings** icon, you can change the sorting of the tickets, according to different criteria.

To refresh your ticket list, click on the **Refresh List** icon.

By clicking on the **View List** and **View Chart icon**, you can change the way you display your tickets.



By clicking in one of the lines, or on the arrow at the end, the ticket will open.

The screenshot shows a list of tickets. The first row is highlighted, and a red circle highlights the right-pointing arrow icon at the end of the first row, indicating that clicking it will open the ticket.

Ticket ID	Description	Priority	Status
36345	Testing Session 30.08_SH_Ticket 01	Medium Priority	New
36352	Testing Session 03.01_SH_Ticket 01	Medium Priority	New
36226	Testing Session 19.08_SH_Ticket 06	High Priority	New
35092	Test ticket customer is angry	Low Priority	

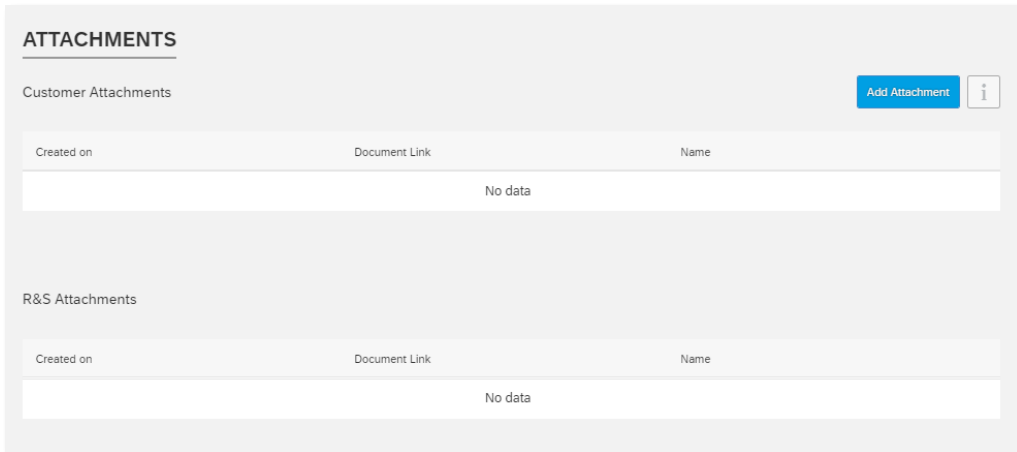
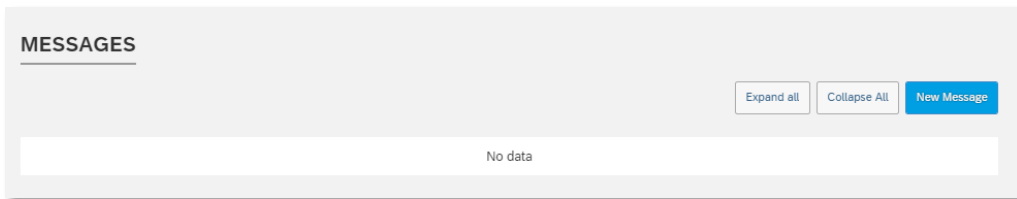
2.4 View Details of your Ticket

After you open your ticket, the ticket will be display in the ticket workspace.

The screenshot shows the 'Support Center' interface for a 'Test Ticket'. The header includes the ticket ID (34466) and the user's reference number (12345). A green notification box states, 'We have received your Ticket and may contact you for further details.' The main content area is divided into three sections: 'Ticket', 'Status', and 'Product'. The 'Ticket' section lists 'Request Type: Support Request', 'Priority: High', and 'Customer Contact: Sabrina Hellwig'. The 'Status' section shows 'Status: New', 'Creation date: Oct 21, 2019, 2:02:27 PM', and 'Last activity: Oct 21, 2019, 2:02:37 PM'. The 'Product' section lists 'Product:', 'Material Number:', and 'Serial Number:'. Below these sections are tabs for 'DESCRIPTION', 'MESSAGES', and 'ATTACHMENTS'. The 'DESCRIPTION' tab is active, showing a message: 'I have a question.' The 'MESSAGES' section is currently empty, with buttons for 'Expand all', 'Collapse All', and 'New Message'. The 'ATTACHMENTS' section is also empty, with an 'Add Attachment' button and an information icon. There are two tables for 'Customer Attachments' and 'R&S Attachments', both showing 'No data'.

You can find all relevant ticket information including additional attachments and notes from R&S.

This screenshot is an annotated version of the previous one, with red callout boxes highlighting specific elements. The 'Ticket subject' callout points to 'Test Ticket'. The 'R&S ticket number' callout points to the ID '34466'. The 'Customer reference number' callout points to the reference number '12345'. The 'Ticket details' callout points to the 'Ticket', 'Status', and 'Product' information blocks. The 'Ticket description' callout points to the message 'I have a question.' in the description tab.



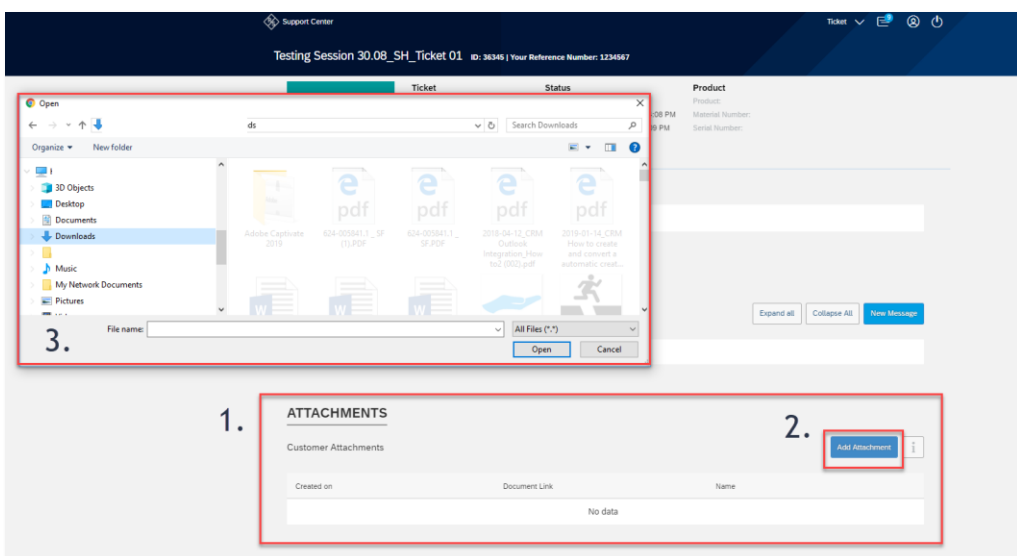
2.5 Update your Ticket

You can update a ticket by adding an attachment (such as a screen image, a document, log files and so on) or a descriptive note as described in the following sections.

2.5.1 Send an attachment

Perform the following steps to add an attachment to a ticket.

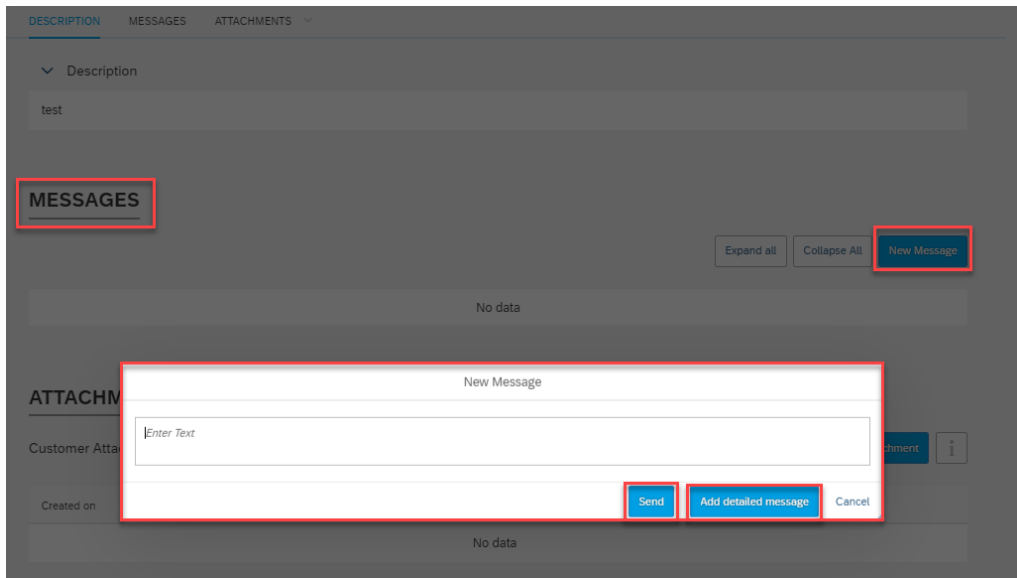
1. Navigate to the ticket and open it.
2. Go to the **Attachment section**, click **Add Attachment** and use the resulting dialog to locate and attach a file.
3. Click **Open**.



2.5.2 Send a note/message

Perform the following steps to add a note to a ticket.

1. Navigate to the ticket and open it
2. Go to the **Messages section** and click on **New Message**.
3. For a short note just enter your text in the note field and click **Send**.
4. For a more detailed message and the possibility for formatting, click on **Add detailed message**. After entering the information either way, please click **Send**.

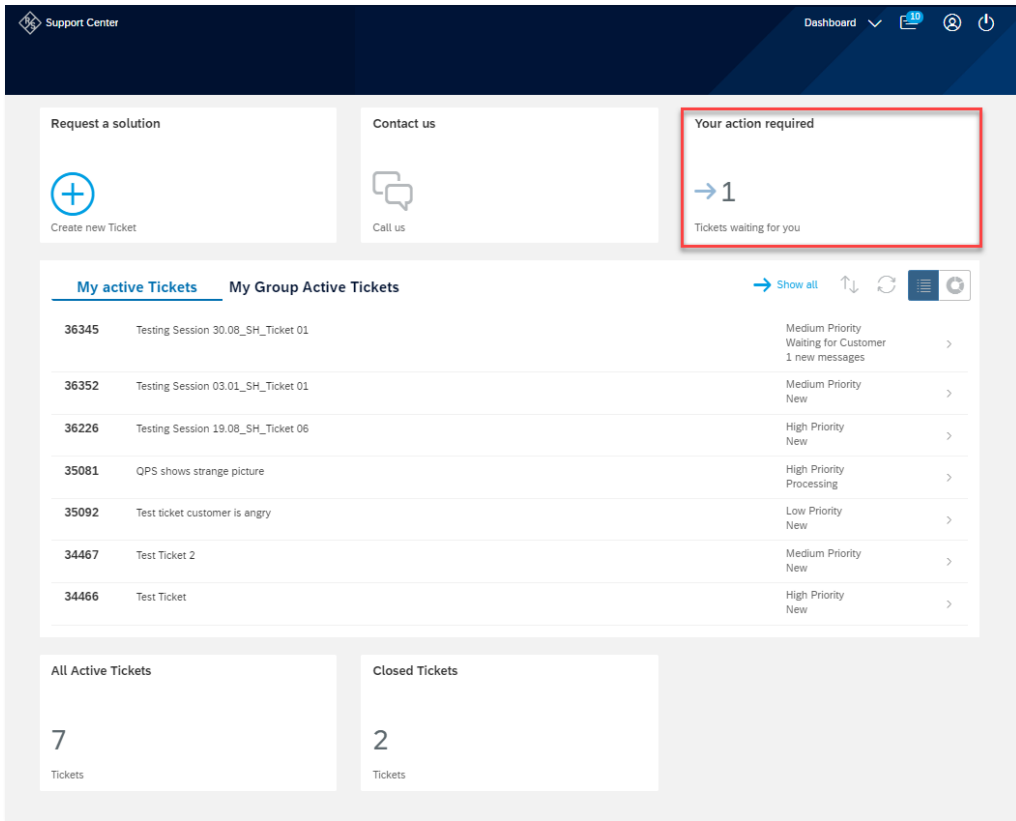


2.6 Answering further inquiries

On occasion, the R&S support center will require further information from you.

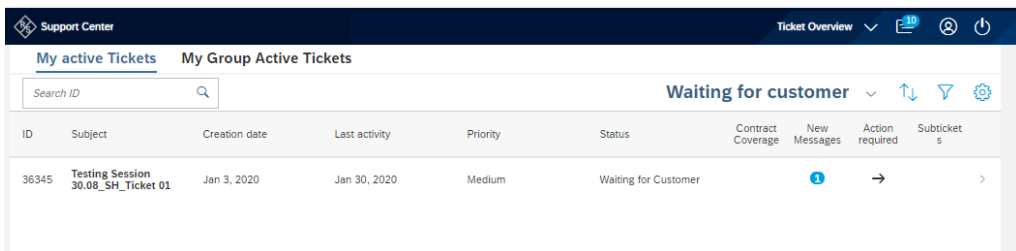
If this occurs, a notification will appear in the **Your action required** tile on the home screen.

Please open this section by clicking on the tile.



Here you find a list of all tickets that require your action or further information from you.

Please click on a ticket and send an answer via a message or an attachment to the customer support team.



2.7 Resolve your Ticket

To have a look at your resolved tickets click on the tile **Closed Tickets**, or click on the **Show all** button in the overview. Then switch the view from **My Active Tickets** to **Resolved and Closed**.

The screenshot shows the Support Center dashboard. At the top, there are three main action tiles: 'Request a solution' with a '+ Create new Ticket' button, 'Contact us' with a 'Call us' button, and 'Your action required' showing '0 Tickets waiting for you'. Below these is a section for 'My active Tickets' and 'My Group Active Tickets'. A 'Show all' button is highlighted with a red box. A table lists several tickets with their IDs, subjects, and statuses. At the bottom, there are two summary tiles: 'All Active Tickets' (7 Tickets) and 'Closed Tickets' (2 Tickets), with the latter highlighted by a red box.

This screenshot shows a detailed view of a ticket. A dropdown menu is open from the 'My Active Tickets' header, with the 'Resolved and Closed' option highlighted by a red box. The ticket table below shows columns for ID, Subject, Creation date, Last activity, Priority, and Status.

ID	Subject	Creation date	Last activity	Priority	Status
36352	Testing Session 03.01_SH_Ticket 01	Jan 3, 2020	Jan 3, 2020	Medium	New
34466	Test Ticket	Oct 21, 2019	Oct 21, 2019	High	New
34467	Test Ticket 2	Oct 21, 2019	Oct 21, 2019	Medium	New

By clicking in the ticket, you can see the provided solution.

Support Center

Ticket ID: 34444

Test Ticket SH_Service 21.10 ID: 34444

A solution for your issue is available. Please refer to the Resolution for further details.

Ticket	Status	Product
Request Type: Incident	Status: Resolved	Product:
Priority: Medium	Creation date: Oct 21, 2019, 12:36:11 PM	Material Number:
Customer Contact: Rainer Pfanze	Last activity: Jan 30, 2020, 1:29:19 PM	Serial Number:

DESCRIPTION RESOLUTION MESSAGES ATTACHMENTS

Description

deded

RESOLUTION

Resolution

ticket is ok

Is this resolution helpful for you?

Yes - Please close the ticket No - I'd like to write a message

By clicking **Yes**, and then **Resolve Ticket** you accept the solution and the ticket will be closed. If you click **No** and enter a reply, you therefore decline the solution and send the ticket back to customer support. The ticket will be reopened and once again set to **In Progress**.

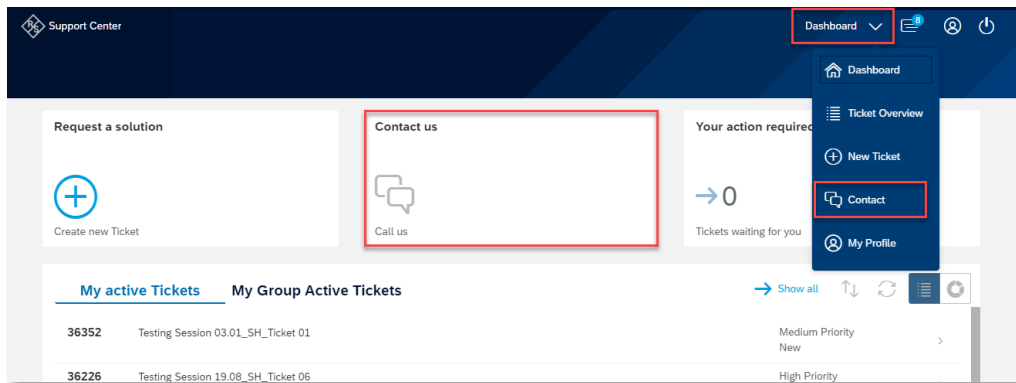
This resolution is not helpful.

Enter Text


Send Add detailed message Cancel

3 Contact the Customer Support

If you have additional questions, feel free to contact Rohde & Schwarz Customer Support via phone .You can find the **Customer Support Center's** contact information either by clicking **Contact us**, or under the Dashboard dropdown by clicking on **Contact**.



Support is available 24 hours a day, Monday through Friday excluding public holidays.



Customer Support

Whatever problem you have, our support center is there to help you. Your question will be dealt with fast and in detail.

There are four support centers in different time zones: **Munich, Washington, Latin America and Singapore.**

Support is available 24 hours a day, Monday through Friday excluding public holidays. The staff of our support center is optimally trained to assist you in solving your problems.

- Are you looking for a special type of instrument?
- Do you need competent support in the implementation of remote control concepts for test equipment for use in production?
- Do you have a question regarding the operation of equipment?
- Or do you just want to find your local sales partner in order to take a look at our equipment?

Customer Support Europe, Africa, Middle East
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Customer Support Latin America
Phone [+1-410-910-7988](tel:+14109107988)

Customer Support Asia/Pacific
Phone [+65 65 13 04 88](tel:+6565130488)

Customer Support China
Phone [+86-800-810-8228](tel:+868008108228) / [+86-400-650-5896](tel:+864006505896)