

# Support Desk

## User Guide



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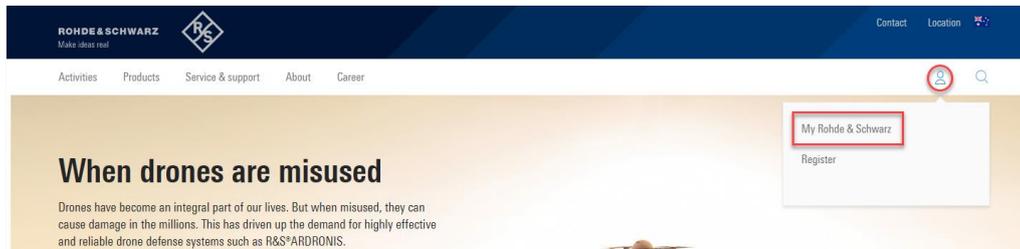
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# 1 Support Desk Self Service Login

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

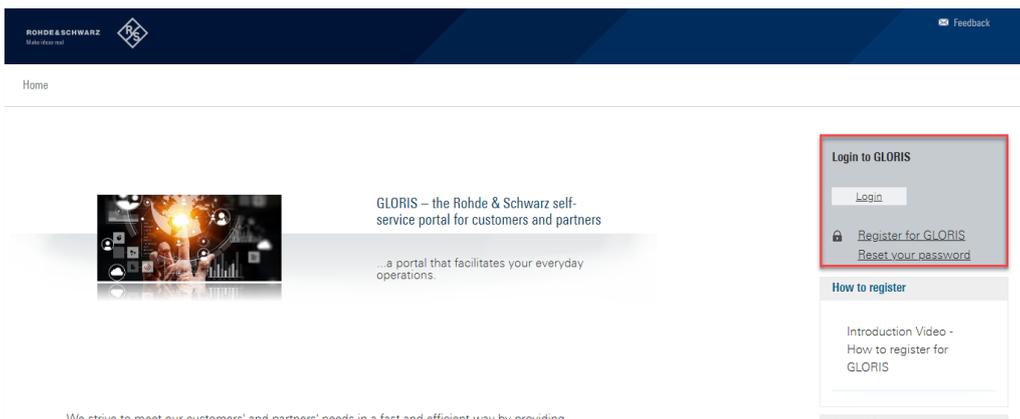
URL: [gloris.rohde-schwarz.com](http://gloris.rohde-schwarz.com)

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. .

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Make it all real

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**  
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**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

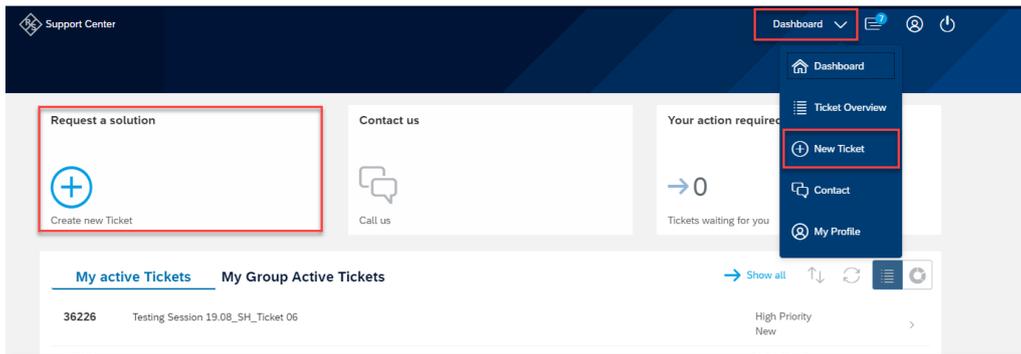
**Closed Tickets**  
0 Tickets

## 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.

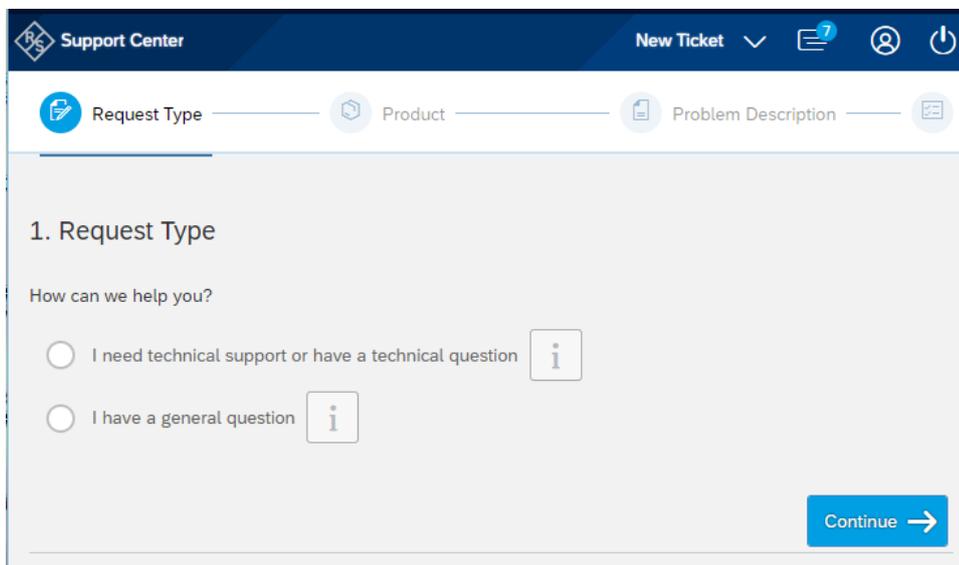
### 2.1 Create a ticket

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**.

A screenshot of the 'New Ticket' form in the Support Center. The form is titled '1. Request Type' and asks 'How can we help you?'. There are two radio button options: 'I need technical support or have a technical question' and 'I have a general question'. Each option has an information icon (i) next to it. A 'Continue' button with a right-pointing arrow is located at the bottom right of the form.

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:

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:

Product name:

- **By Product Name**



The screenshot shows 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.

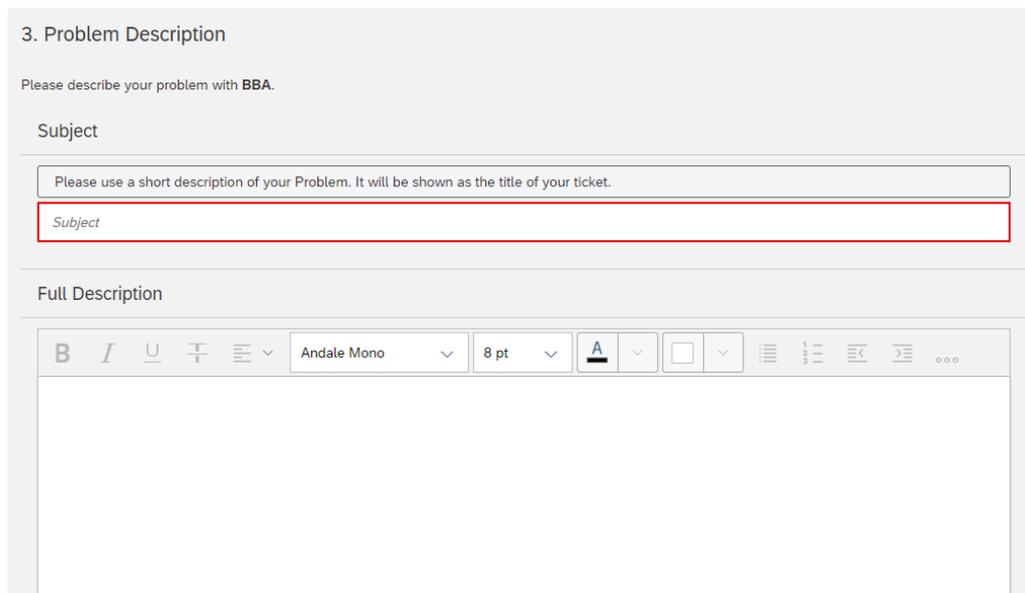
- Or no device information available

Afterwards click **Continue**.

3. In the next step, describe your issue.

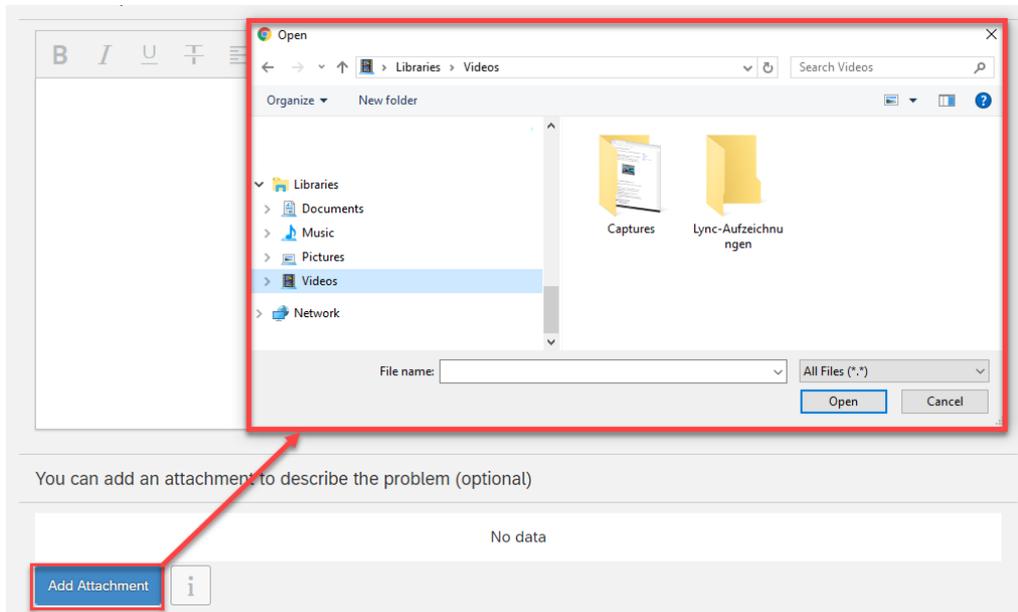
In the **Subject** field, enter a brief description. Choose a summary that is self-explanatory to the issue you are entering.

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



The screenshot shows the "3. Problem Description" form. It includes a "Subject" field with a red border containing the text "Subject". Below it is a "Full Description" field with a rich text editor toolbar. The toolbar includes buttons for bold (B), italic (I), underline (U), strikethrough (ABC), bulleted list, numbered list, indent, and outdent, along with font settings for "Andale Mono" and "8 pt".

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**.

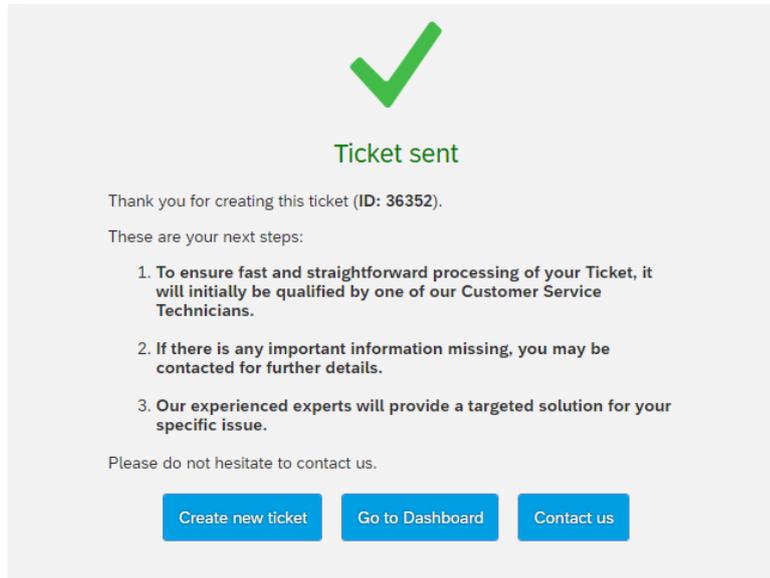
Firmware / Software Version (optional):

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.

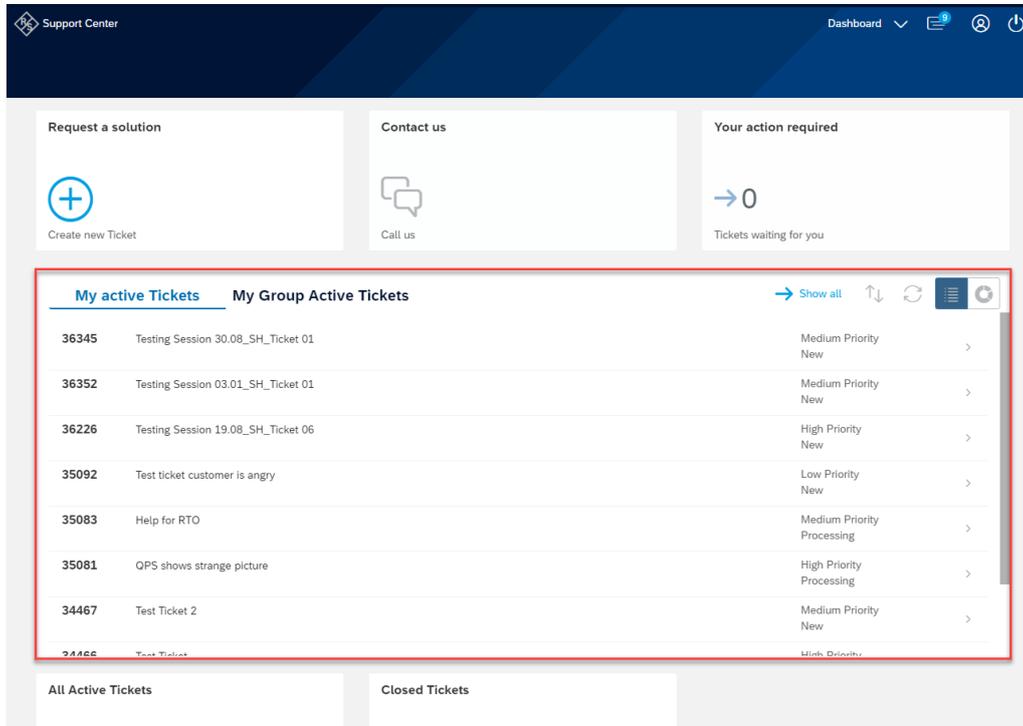
## 2.2 Ticket Status

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.

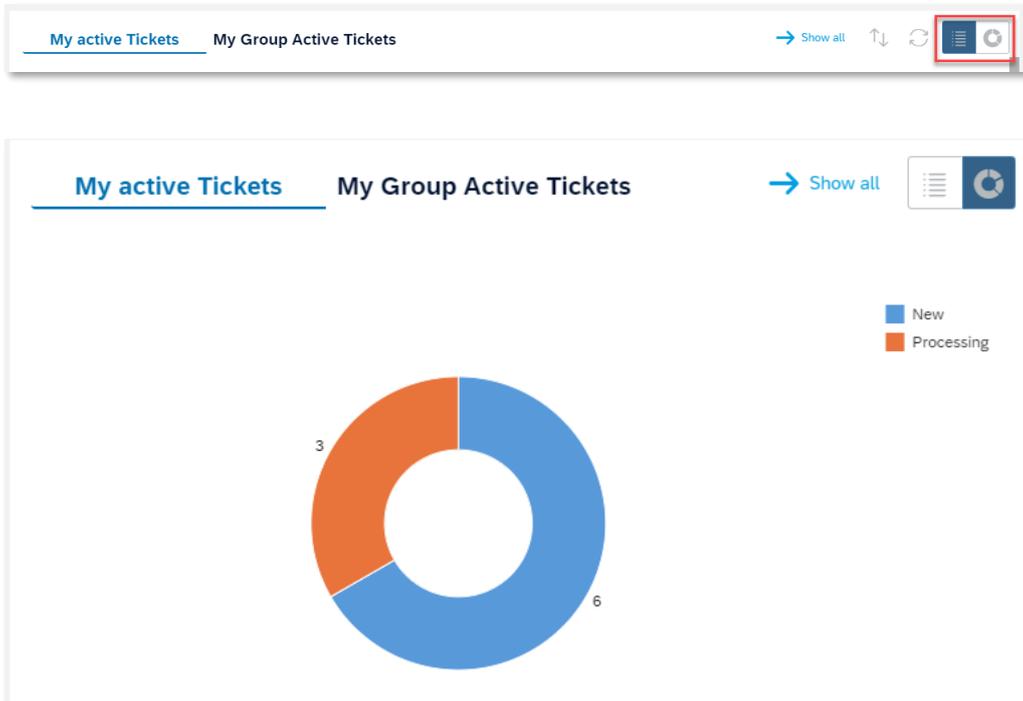


My active Tickets		My Group Active Tickets		My Active Tickets						
ID	Subject	Creation date	Last activity	Priority	Status	Contract Coverage	New Messages	Action required	Subtickets	
36352	Testing Session 03.01_SH_Ticket 01	Jan 3, 2020	Jan 3, 2020	Medium	New				>	
34466	Test Ticket	Oct 21, 2019	Oct 21, 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.



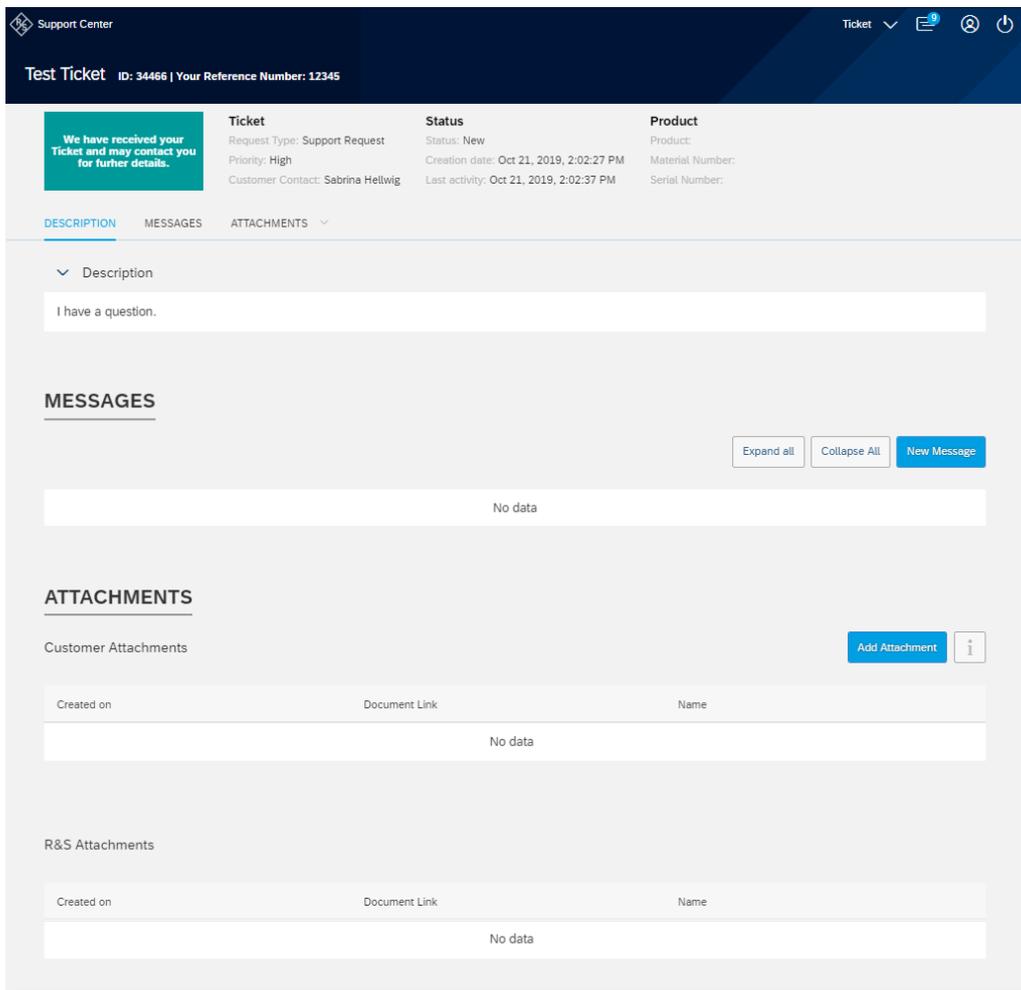
By clicking in one of the lines, or on the arrow at the end, the ticket will open.

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

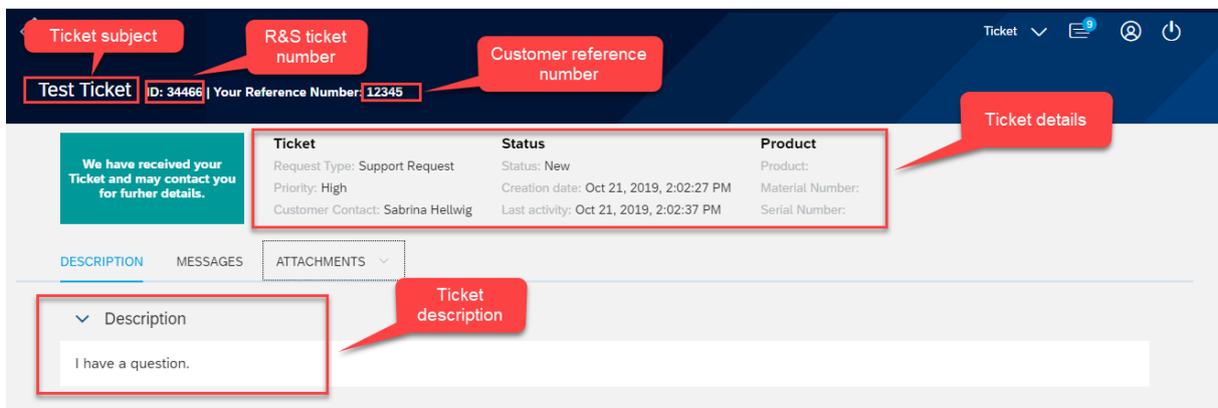
Ticket ID	Description	Priority	Status
36345	Testing Session 30.08_SH_Ticket 01	Medium Priority	New
36352	Testing Session 03.01_SH_Ticket 01	Medium Priority	New
36226	Testing Session 19.08_SH_Ticket 06	High Priority	New
35092	Test ticket customer is angry	Low Priority	

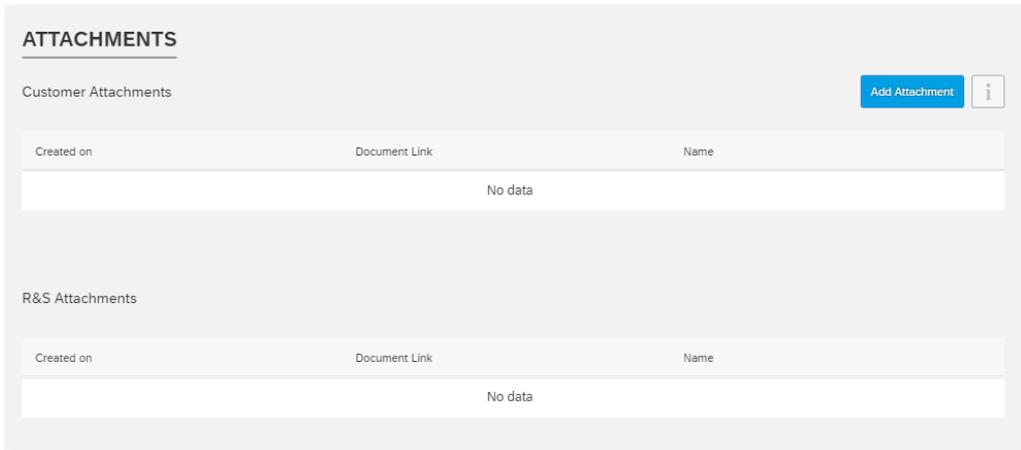
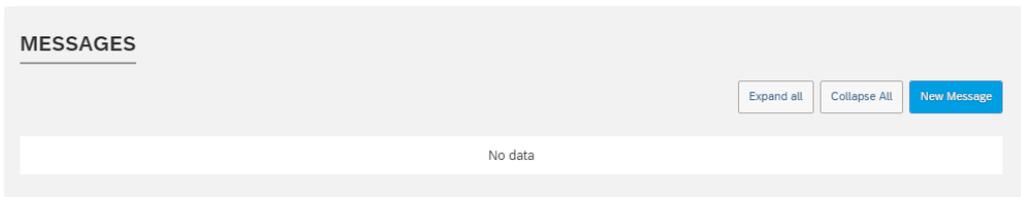
## 2.4 View Details of your Ticket

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



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





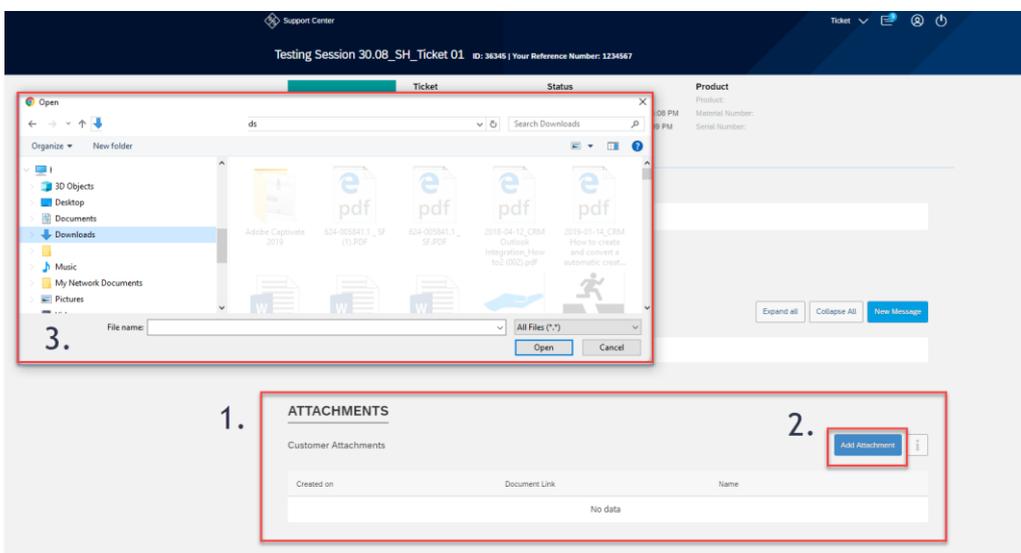
## 2.5 Update your Ticket

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.

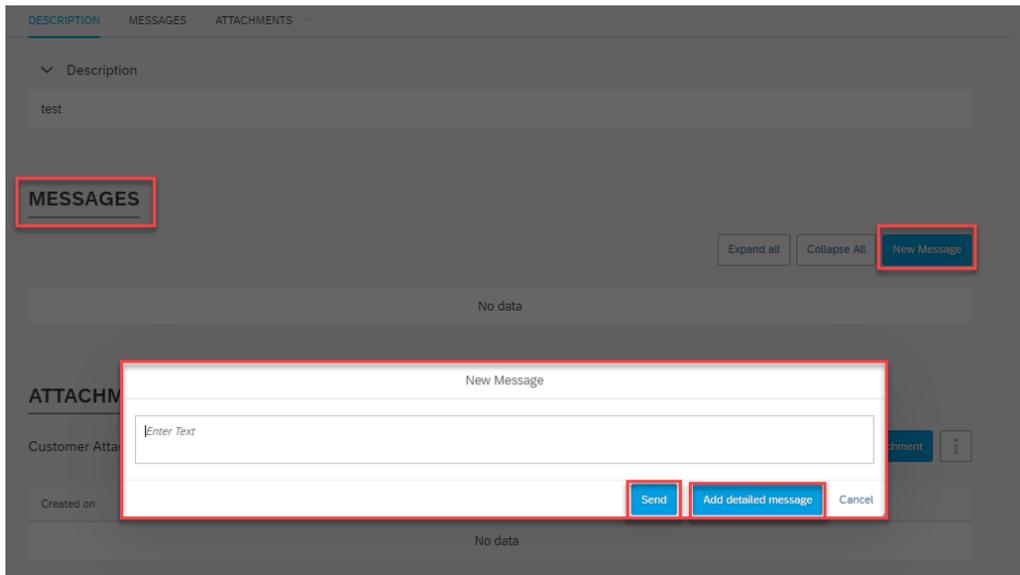
1. Navigate to the ticket and open it.
2. Go to the **Attachment section**, click **Add Attachment** and use the resulting dialog to locate and attach a file.
3. Click **Open**.



## 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**.

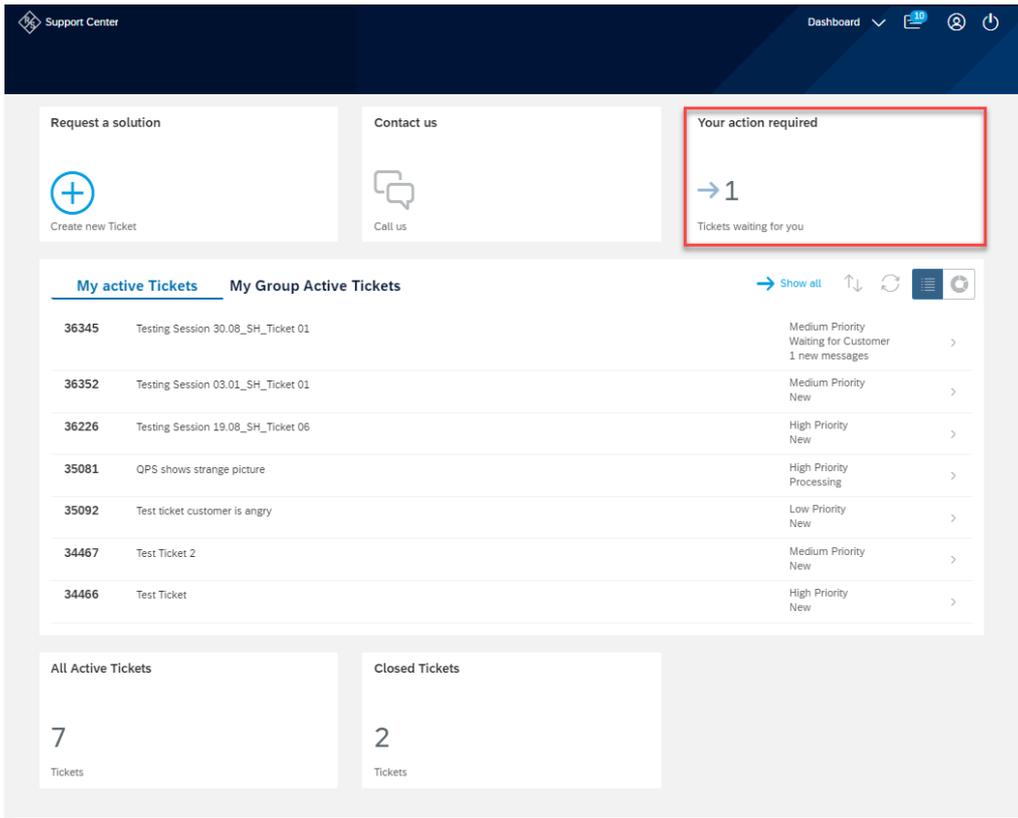


## 2.6 Answering further inquiries

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

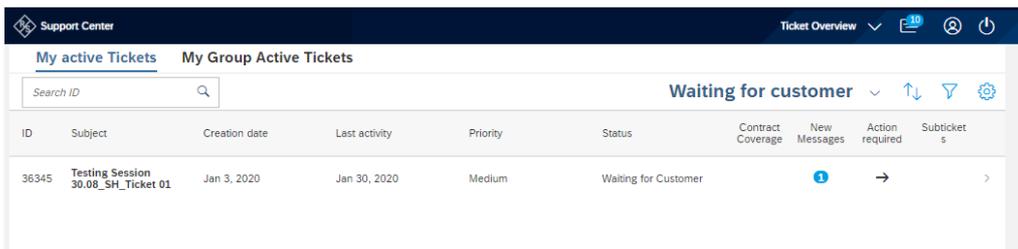
If this occurs, a notification will appear in the **Your action required** tile on the home screen.

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 plus icon and 'Create new Ticket'), 'Contact us' (with a speech bubble icon and 'Call us'), and 'Your action required' (with a right arrow icon and '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 of active tickets is shown with columns for ID, Subject, Priority, and Status. 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 the ticket list. A dropdown menu is open over the 'My Active Tickets' header, showing options: 'All tickets', 'Applied Filter', 'Waiting for customer', 'Resolved and Closed' (highlighted with a red box), and 'My Active Tickets'. A red arrow points to the dropdown arrow in the header. The table below has 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

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?

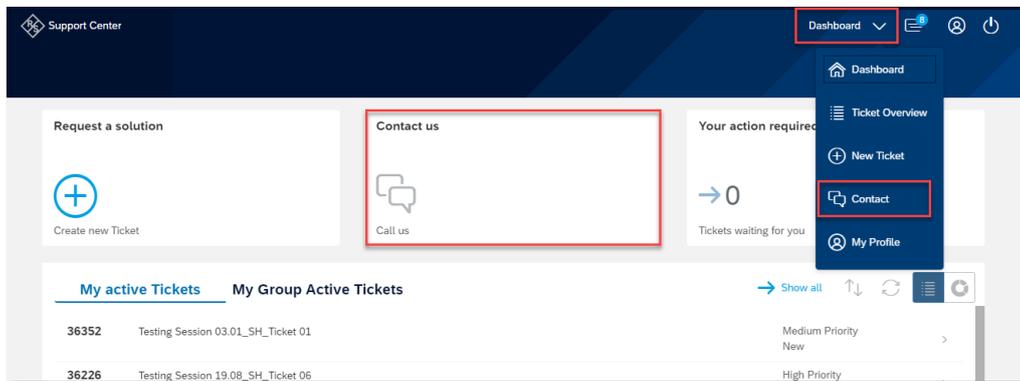
By clicking **Yes**, and then **Resolve Ticket** you accept the solution and the ticket will be closed. If you click **No** and enter a reply, you therefore decline the solution and send the ticket back to customer support. The ticket will be reopened and once again set to **In Progress**.

This resolution is not helpful.

Enter Text

### 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**  
Phone [+49 89 4129 12345](tel:+4989412912345)

**Customer Support North America**  
Phone [1-888-TEST-RSA \(1-888-837-8772\)](tel:1888TESTRSA)

**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)