
INSTRUCTION

ABB Extranet Migration

User Information - Benutzerinformation

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Für den deutschsprachigen Wortlaut siehe Abschnitt 3 Einführung (on page 5).

English text follows below:

1 Introduction

The ABB Mission Critical Extranet, previously hosted by Keymile, is being migrated into the ABB environment. The documentation and software, the product news, and the service tools are now provided via a specific “Wired Communication Networks Extranet” dashboard of the myABB business portal.

For you as a user of the Extranet a new registration on abb.com is required. The steps to be taken are explained below.

2 Steps to be taken by users

Steps required for logging in to the Wired Communication Networks Extranet

Proceed as follows:

1. Send an e-mail to the ABB MCS Extranet Webmaster **by clicking [HERE](#)**. Make sure that your sender e-mail address is identical with the e-mail address you will use when signing up on abb.com. Do not modify the predefined subject and text. Add your first name, last name, e-mail address, company address, and country in the e-mail text. In case you want to register several users for your company, please add their first name, last name, e-mail address, and phone number for each of the users by copying the predefined e-mail body text.
2. After receiving your e-mail an administrator will assign your account or the requested accounts, respectively, to the “Wired Communication Networks Extranet” dashboard of the myABB business portal. This can take up to 2 business days. Note that during the initial phase of bulk user registration this may take more time.
3. Every user will get a confirmation e-mail when their “Wired Communication Extranet” dashboard (on myportal.abb.com) is set up. Check your e-mail inbox and activate your account by clicking on the link you have received from ABB.
4. You will see this dashboard when you log in to the myABB business portal.
5. We recommend you to start the demo tour to see explanations on the widgets provided on that page when you use the “Wired Communication Networks Extranet” dashboard for the first time.

End of instruction

For opening a trouble ticket related to your ABB products use the “Support Case Tracking” widget. Our case management is based on SFDC. You will be signed on automatically when clicking on the “View more” button of that widget.

If you have any question related to the migration or the “Wired Communication Networks Extranet” dashboard please contact ch-mcs_extranet_webmaster@abb.com via e-mail.

For the English text see section 1 Introduction (on page 4).

Nachfolgend der deutschsprachige Text:

3 Einführung

Das ABB Mission Critical Extranet, bisher durch Keymile gehostet, wird in die ABB-Umgebung migriert. Die Dokumentation und Software, die News und die Service Tools sind neu auf einem spezifischen "Wired Communication Networks Extranet" Dashboard im myABB Business Portal verfügbar.

Für Sie als Benutzer dieses Extranets bedeutet das u.a., dass sie auf abb.com neu registriert werden müssen. Die Details dazu sind im Folgenden erklärt.

4 Erforderliche Benutzeraktionen

Erforderliche Schritte zum Einloggen im Wired Communication Networks Extranet

Gehen Sie wie folgt vor:

1. Senden Sie eine Email an den ABB MCS Extranet Webmaster: **klicken Sie dazu HIER**. Stellen Sie sicher, dass Ihre Absenderadresse mit der Email-Adresse identisch ist, welche Sie beim Login auf abb.com verwenden werden. Ändern Sie bitte den vorgegebenen Betreff und Text nicht. Addieren Sie Vorname, Name, Email-Adresse, Telefonnummer, Firmenanschrift und Land im Email-Text. Falls Sie mehrere Benutzer für ihre Firma registrieren wollen, addieren Sie Vorname, Name, Email-Adresse und Telefonnummer für jeden der Benutzer, indem Sie den vordefinierten Email-Text kopieren und darunter einfügen.
2. Nach Empfang Ihrer Email wird ein Administrator Ihr Benutzerkonto, bzw. die Benutzerkonten dem "Wired Communication Networks Extranet" Dashboard des myABB Business Portals zuordnen. Dies kann bis zu 2 Arbeitstage in Anspruch nehmen. Bitte beachten Sie, dass dies in der Anfangsphase aufgrund vieler Anfragen auch länger dauern kann.
3. Jeder Benutzer erhält eine Bestätigung per Email, wenn das "Wired Communication Extranet" Dashboard (auf myportal.abb.com) aufgesetzt ist. Überprüfen Sie ihren Email-Posteingang und aktivieren Sie ihr Benutzerkonto durch Klicken des Links, den Sie in einer Email von ABB empfangen haben.
4. Danach steht Ihnen dieses nach dem Login ins myABB Business Portal zu Verfügung.
5. Wir empfehlen Ihnen, bei der ersten Verwendung des "Wired Communication Networks Extranet" Dashboards die Demo-Tour zu starten, um eine Erklärung zu den verschiedenen Widgets zu erhalten.

Ende der Anleitung

Für das Eröffnen eines Problem-Reports zu Ihren ABB-Produkten verwenden Sie bitte das Widget "Support Case Tracking". Unser Case Management basiert auf SFDC. Sie werden dort automatisch angemeldet, wenn Sie im Widget auf "View more" klicken.

Bei Fragen zur Migration oder zum "Wired Communication Networks Extranet" Dashboard wenden Sie sich bitte per Email an ch-mcs_extranet_webmaster@abb.com.



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Customer Portal

This document is an instruction on how to make best use of the ABB Customer Portal.

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What is the Customer Portal

Customer Portal enables you to create Cases, view existing Cases as well as interact on Cases (via Chatter) belonging to the Account that you are assigned as a Salesforce Contact. Customer Portal will be accessible from MyABB portal.

Logging in to the Customer Portal from MyABB

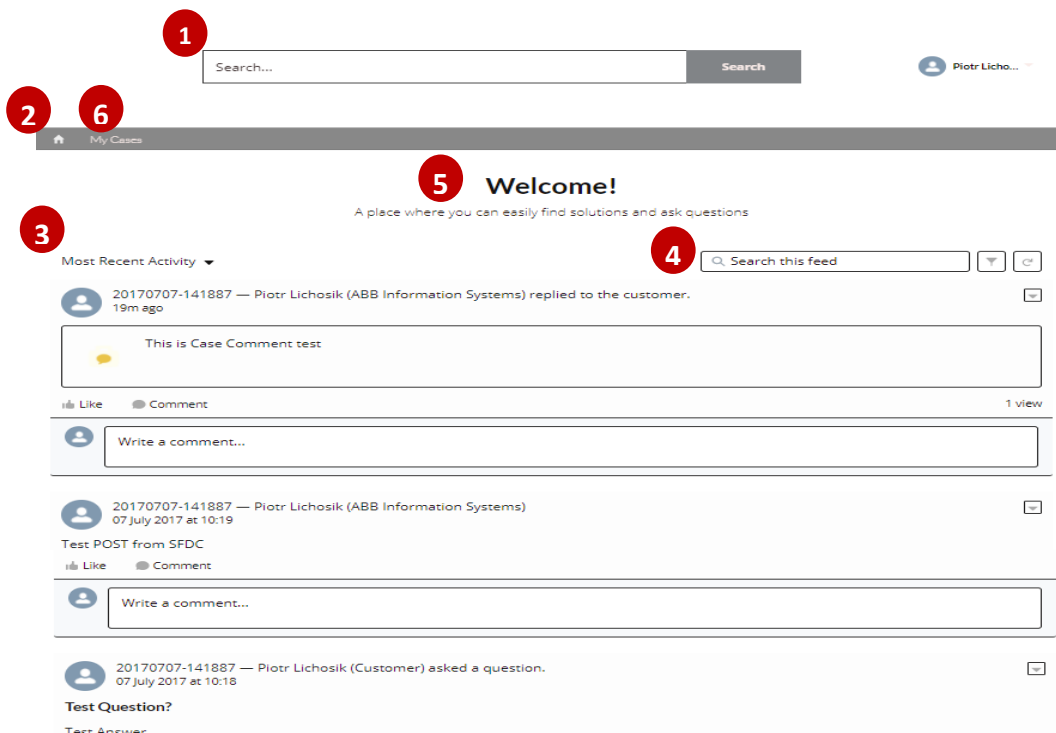
You will be able to launch Customer Portal without any other additional credentials once you are logged into my MyABB Portal.

1. Go to <https://myportal.abb.com/wired-communication>.
2. Press '**View more**' button on the right-hand side section 'Customer support'.
3. You will be redirected to the customer support portal.

The screenshot shows the 'myABB business portal Dashboard' with the ABB logo in the top right. The dashboard is divided into several sections:

- Products, Parts and Consumables Information:** A grid of product categories with counts, such as 'Control Systems (8912)', 'Drives (9175)', 'Low Voltage Products and Systems (923)', 'Marine Solutions (15)', 'Measurement and Analytics (7288)', 'Medium Voltage Products and Systems (14691)', 'Mining Solutions (356)', 'Motors and Generators (10486)', 'Power Converters and Inverters (269)', 'Pulp & Paper Solutions (299)', and 'Robotics (16527)'. A 'Go to Parts and Consumables' button is at the bottom.
- Contact Us:** A widget with a phone and envelope icon and a 'Contact Us' button.
- Customer support:** A widget with a laptop icon, the text 'Create, view and interact on your support cases.', and a 'View more' button. This widget is highlighted with a red border.
- Other Services:** A widget with 'Available' and 'On Request' tabs.
- Support case tracking:** A widget with an error message: 'Sorry, but we are having trouble displaying this widget for you. Please try again in few minutes.' and a 'Reload widget' button.

Navigation icons (hamburger menu, @ symbol) are visible on the left side.



When you log in you will see the following screen which contains:

1 – Search functionality – enables to search Cases using key words. Searchable fields: Subject, Description, Serial Number, Case Number.

2 – Home Page tab including:

3 – Most Recent Activities – posts, questions, Case comments.

NOTE: each activity contains following information: activity date and time, name and role (Customer, ABB Information Systems) of the person, information if the activity is a question, post or reply.

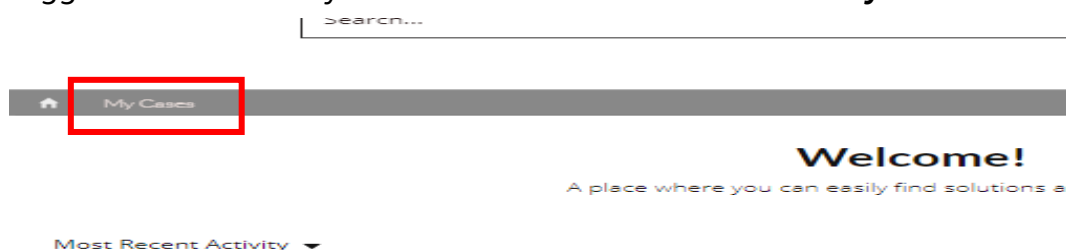
4 – Feed Search – enabling to search all the Posts and Questions related to the Cases created where you are set as a Contact for or that is associated to the same Account.

5 – Welcome message

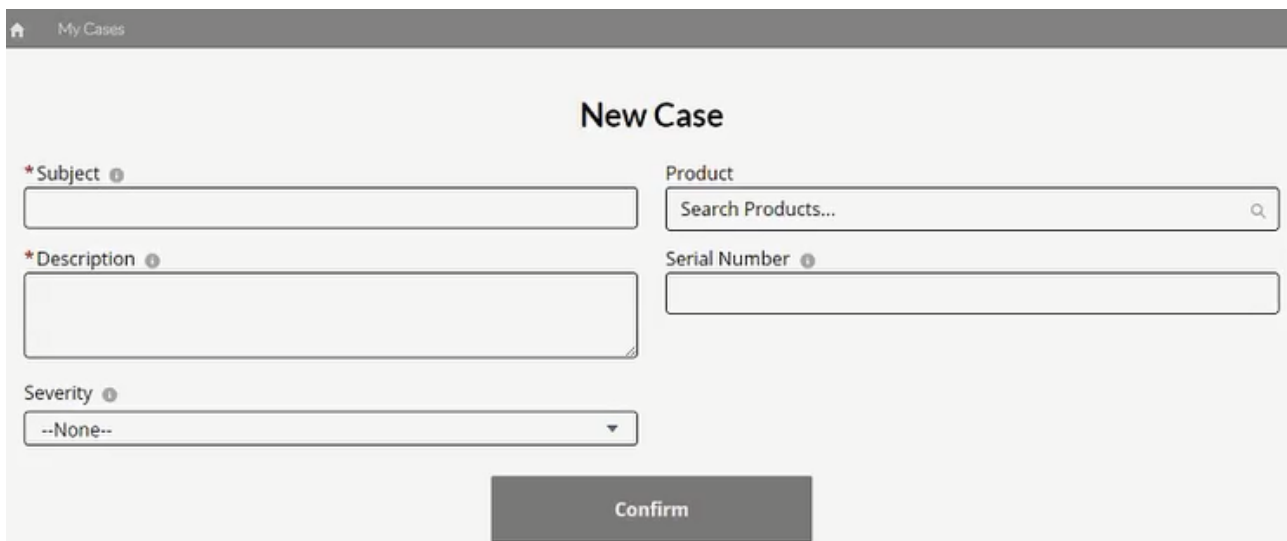
6 – My Cases tab

How to create a Case

When logged into the Portal you can create new Cases under the “**My Cases**” Tab.



- When creating the Case you are requested to provide information concerning **Subject, Description, Severity** and affected **Product**. The field **Serial Number** is not a mandatory field. It is crucial that all information is carefully entered as the quality of this data is important for the further processing of the Case.
- Once you submit the Case it will not be editable for you anymore. It will be changed to the Record Type being used by the Service Engineers ABB internally.
- You will have access to Posts and Questions where you will be able to provide any more additional information which will be visible by the Service Engineer working on the Case.



The screenshot shows a web interface for creating a new case. At the top, there is a navigation bar with a home icon and the text 'My Cases'. Below this is a header section with the title 'New Case'. The form contains several input fields:

- '*Subject' with an information icon and a text input field.
- '*Description' with an information icon and a larger text input field.
- 'Severity' with an information icon and a dropdown menu currently showing '--None--'.
- 'Product' with a search input field containing the text 'Search Products...' and a magnifying glass icon.
- 'Serial Number' with an information icon and a text input field.

 At the bottom center of the form is a dark grey button labeled 'Confirm'.

Customer Portal – fields description

Mandatory fields

Mandatory fields for you on Case creation:


- **Subject** - summary of the inquiry
- **Description** - extended description of the issue
- **Severity** – Impact of the issue (**please see important Note 1**)
- **Product** – while typing Product name - system presents possible choices (**please see important Note 2**)

Note 1: Cases in the Customer Portal can have four different Severities. The following table shows mapping between Severity levels known from the old CSR tool and the new Community Portal solution. New Severity definition shall be used when entering new Cases.


CSR tool (old)	Community Portal (new)
Critical	Critical
Major	High
Minor	Medium
Best Effort	Normal

Note 2: Please make sure you select the correct product from the list of proposed options. Only if you select the right product it can be guaranteed that your Case is addressed in a timely manner. Note that in the exceptional case that you cannot find the correct product, please leave the product field empty and put a comment in the Description field mentioning the correct product there.

General Note: None of the fields described on this and following slides will be editable for you after Case is saved. You will only be able to communicate relevant updates through the Chatter feed of the Record. You will be informed of updates on Cases either through standard Chatter functionality on the relevant Case or through a mentioning in Chatter Post.





CASE
20170704-141621

Status	Case Owner	Product
New	IN-Contact Center 	ACS550-PC - Packaged drive with disconnect US

Details **Related**

Case Information


Case Number 20170704-141621	Case Owner IN-Contact Center 
Subject Problem with drive	Contact Name Piotr Lichosik
Status New	Contact Email ej@test.com

Originating Country  India	Product ACS550-PC - Packaged drive with disconnect US
--	--

Description Information


Description
Please help me to solve that issue


Order Information

Serial Number 
123213213213232



Post Question


Share an update...



Most Recent Activity 


 Piotr Lichosik (C record.
7m ago

Case Owner (using assign
Piotr Lichosik to IN-C

 Like  Comment

 20170704-1416
View r

 Like  Comment

 Write a comme

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Prepopulated fields

Fields prepopulated - driven by the Contact record matched with your Contact logged into the Customer Portal:

- **Case Owner**
- **Contact Name**
- **Contact Email**
- **Contact Phone**
- **Contact Mobile**

Other Fileds

Details view	
Case Number	Case number generated by the system
Status	default 'New'
Date/Time Opened Date/Time Closed	Case open date/Case close date
Last Modified By	Support Engineer name + Date/Time
Case Resolution	Value entered by the Service Engineer while closing the Case.
Case Resolution Description	Entered by the Support Engineer while closing the Case.
Related lists View	
Additional Products	Added by the Support Engineer.
Case Comments	Only those made public by the Support Engineer.
Sub Cases	Showing sub cases created by the Support Engineer based on the parent case.

Update a Case in Customer Portal

In case you want to provide updates on a Case or get insights you will have to log in to the Customer Portal. Once there you may use the provided List Views or the Search functionality to get to the Record Detail. You will not be able to edit the Case but will be able to provide relevant updates through the Chatter functionality to the Service Engineer working on the Case. They will be visible for the Support Engineer on the Chatter Feed of the particular Case record.

1. Case Post/Questions window visible on the right-hand side of Customer Portal.
2. Service Engineer and you will be able to ask Questions based on a Case.
3. You will be able to associate Topics (which you may create) to these. If you click on a Topic in a Question or a Chatter Post you will be brought to a page where you can see all Questions referring to that Topic.
4. You can attach up to 10 files which will be visible for the Support Engineer under the chatter post. Attached files will be visible for the External User in „My Profile” → „Files” section.

1

Post Question 2

To this case

Share an update, @mention someone, add a file...

B I U ABC I. ≡ ≡ 📎 👤

Add Topic 3

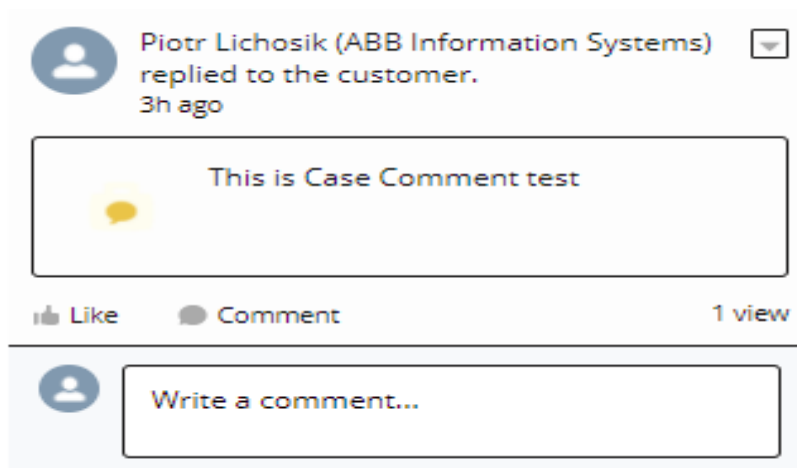
📎 4 Share

Following and commenting Cases

You can follow cases to get updates related to the Case which are created by other colleagues from your company.

 CASE 20170704-141627			
Status New	Case Owner Eric Junker 	Product	

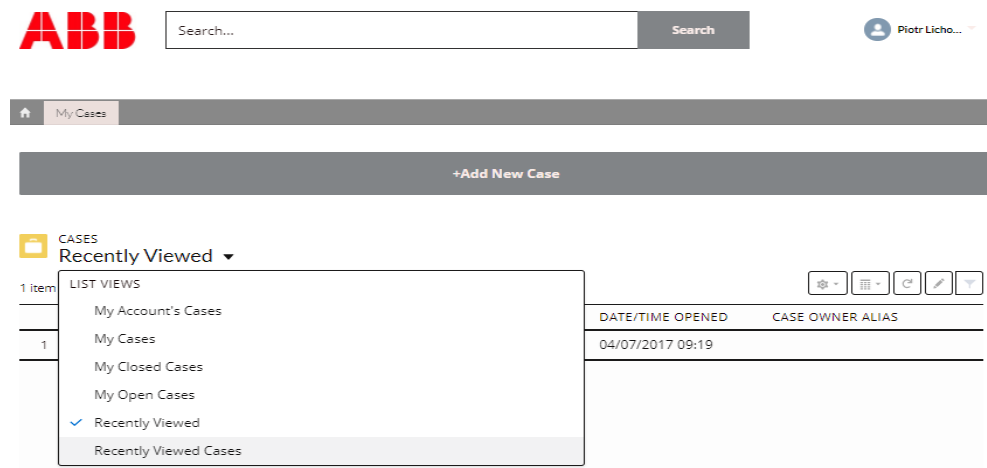
You are also able to see Case comment stating "Public Comment" by the Support Engineer working on the Case.



The screenshot shows a user comment from Piotr Lichosik (ABB Information Systems) made 3 hours ago. The comment text is "This is Case Comment test". Below the comment are "Like" and "Comment" buttons, and a "1 view" indicator. At the bottom, there is a text input field with the placeholder "Write a comment..." and a user profile icon to its left.

Customising List Views

You can create List views for yourself to better filter on the Cases you usually would like to see.



Default List Views:

My Account Cases - all Cases you are set as a Contact for or that are associated with the same Account.

My Cases - all Cases created by you.

My Closed Cases - all closed Cases created by you.

My Open Cases - all open Cases created by you.

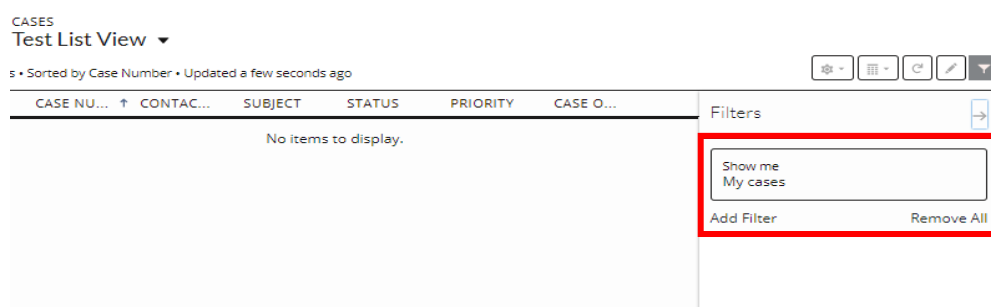
Recently Viewed Cases - recently viewed Cases where you are set as a Contact for or that are associated with the same Account.

Recently Viewed - standard Salesforce view presenting record recently viewed - currently only Cases are available.

You can create List Views for yourself in order to have possibility of filtering Results. However they won't be available to other Users.

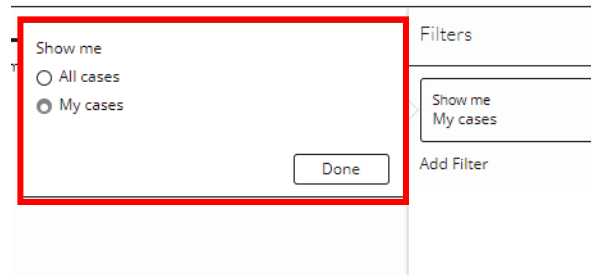
Creating List Views

1. Click on **Show me My cases.**

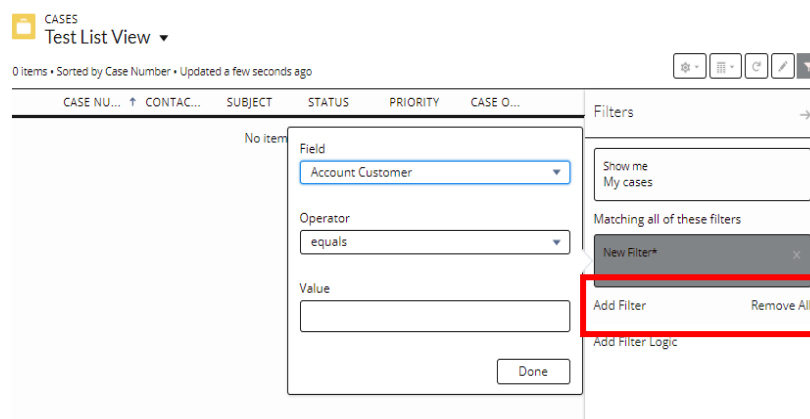


2. Select **All cases** or **My cases**.

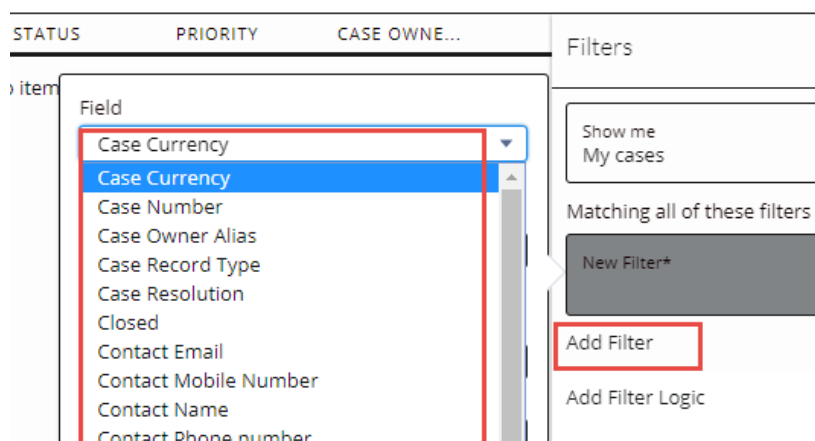
3. Click **Done**.



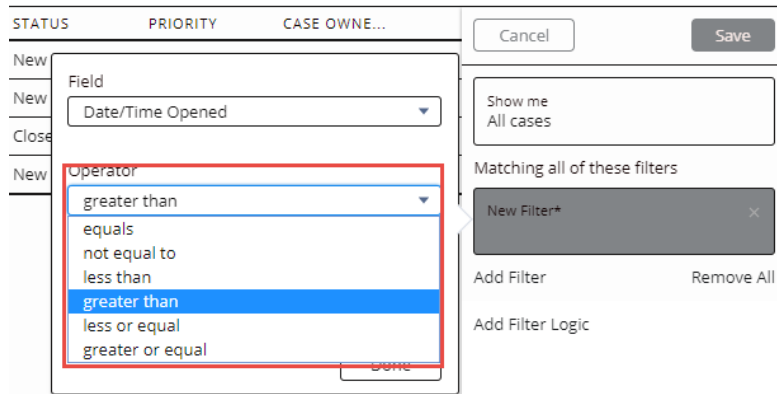
4. Click **Add filter**.



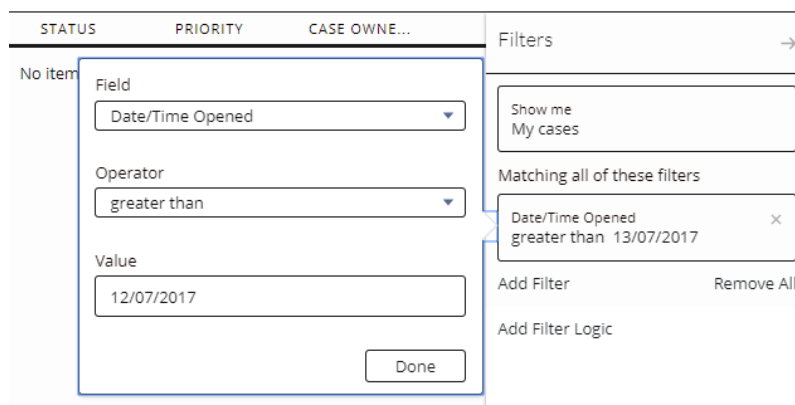
5. **Select field** to be filtered.



6. Select Operator.



7. Add filter value → press **Done** and **Save**.

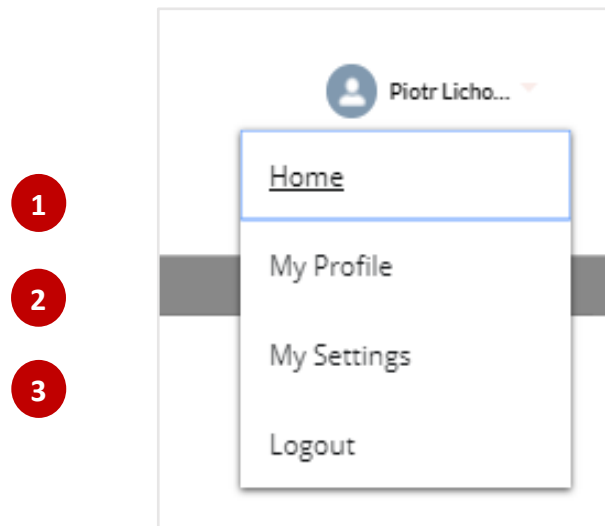


NOTE:

The Salesforce Mobile App does not provide List View filtering options. Sorting is however available.

Profile set up

While you click on the **Profile** on the upper right corner, you'll see:



1 – Home – link to Home Page

2 – My Profile:

- Contains information copied from the Contact record
- Files – you can upload any file which can be used for sending out via the chatter Post/Question

3 – My Settings – contains Email Notifications section where you can modify your chatter preferences in terms of "chatter digest" delivery schedule.

My Profile Window

Tomáš Migra
Customer

Name	Title
Tomáš Migra	
Manager	Company Name
About Me	
Email	Phone
tomas.migra@accenture.com.portal	+421911157567
Cell	Fax
Address	

Most Recent Activity ▾ 🔍 Search this feed

20170719-86545 — Tomáš Migra (Customer) updated this record.
Just Now

Case Owner (using assignment rule)
Tomáš Migra to IN-Contact Center

My Settings Window

Under this view you can set up e-mail notifications based on your preferences.

My Settings Cancel Save

ACCOUNT

Username
piotr.lichosik@gmail.com.community

Email Address *

Location

Language English

Time Zone (GMT+02:00) Central European Summer Time (Europe/Berlin)

Locale English (United Kingdom)

Profile Visibility

Customize who is able to see what on your profile page

Photo	Members	Title	Members
Phone	Restricted	Email	Restricted
Fax	Restricted	Cell	Restricted
		Address	Restricted

12th Floor A Wing, Ifcl Tower, 61, Nehru Place,
New Delhi, Delhi, 110019, India

Email Notifications

Receive emails

When email notifications are enabled, email me when someone:

<input checked="" type="checkbox"/> Follows me	<input type="checkbox"/> Likes a post or a comment I made
<input checked="" type="checkbox"/> Comments on my posts	<input checked="" type="checkbox"/> Comments on a post on my profile
<input checked="" type="checkbox"/> Comments after me	<input checked="" type="checkbox"/> Comments on an item I bookmarked
<input checked="" type="checkbox"/> Comments on an item I like	<input checked="" type="checkbox"/> Mentions me in a post
<input checked="" type="checkbox"/> Mentions me in a comment	<input checked="" type="checkbox"/> Sends me a direct message

Cancel Save

How to get support

Please contact contact your technical support team on
ch-mcs_customersupport@abb.com (for customers with SLA)
ch-mcs_complaints@abb.com (for customers without SLA)

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