

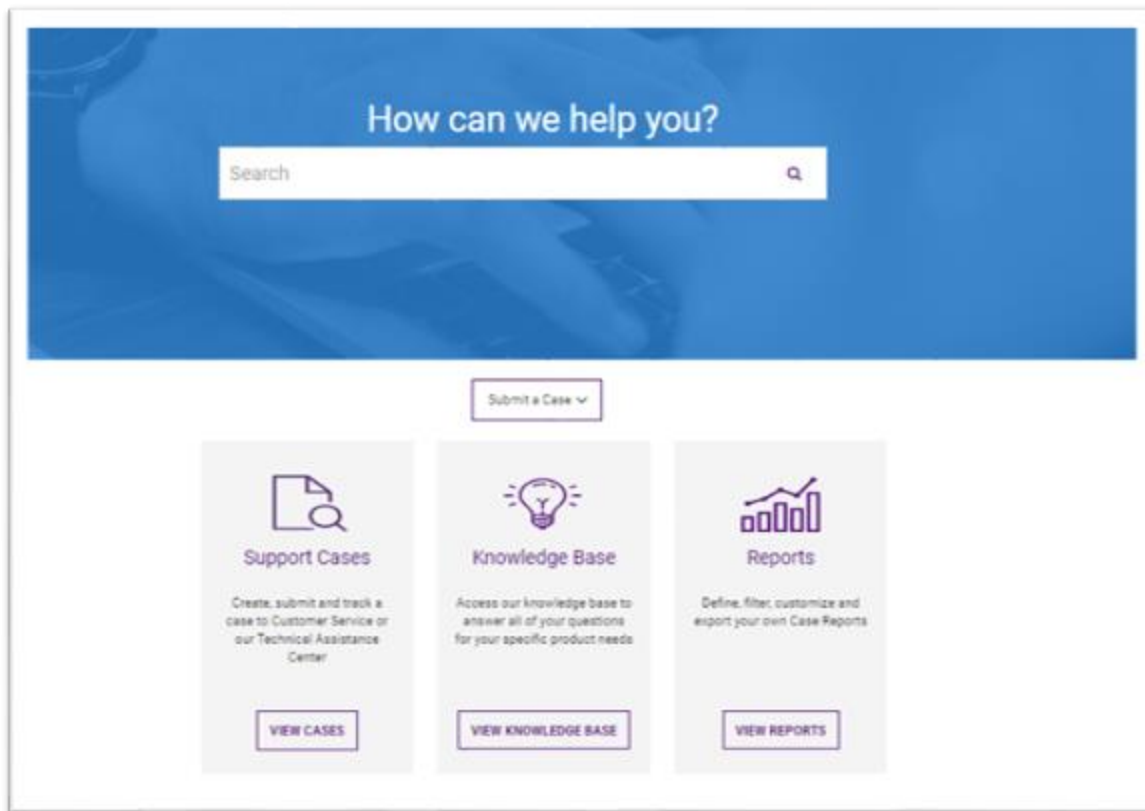
# **Introducing the New VIAMI Customer Portal**

# Introduction to the new VIAVI Customer Portal

- Allows you to communicate with VIAVI quickly and easily for:
  - Customer Care: assistance on Orders, Repairs or General Questions
  - RMA Request: returning a defective unit to VIAVI
  - Technical Assistance: engaging support on technical issues with a VIAVI product
- Web based: can login from anywhere
- Allows access to the Knowledge Base, FAQs, Technical Notes and Manuals
- New users can register for logins at <https://support.viavisolutions.com> by clicking the “Sign Up” button

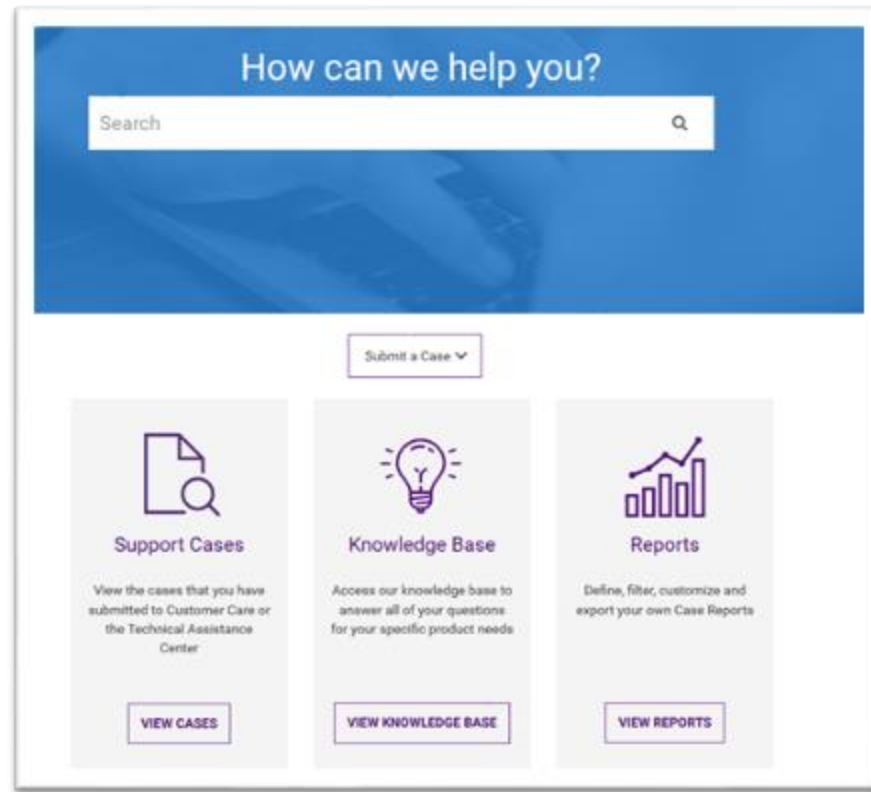
# Logging in to the VIAVI Customer Portal

- Once you have your credentials, navigate to <https://support.viavisolutions.com>
- Click on “Customer Portal Login and provide your email address and password
- Upon successful login, you will be placed at the home screen



# Navigating the VIAVI Customer Portal

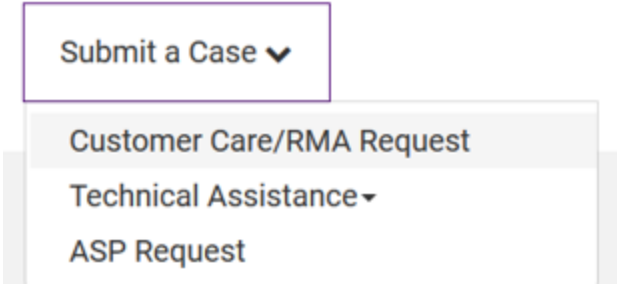
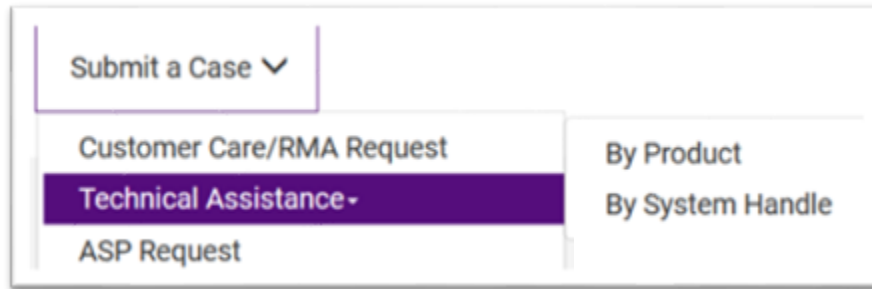
- Use the search box to search Knowledge Articles
- Submit a Case: Use the dropdown menu to create a support case
- Support Cases: View and manage cases
- Knowledge Base: Solutions and articles of interest
- Reports: Generate reports about your and your company's cases



# Submitting a New Case

Use the “Submit a Case” button and select one of:

- Customer Care/RMA Request:
  - For repairs, orders and general questions
  - To report failed units to be returned to VIAVI
- Technical Assistance: For technical issues
  - Select By Product to use product details to log a case
  - Select By System handle if you have a valid support contract



# Submitting a New Technical Assistance Case by System Handle

- **NOTE:** To ensure your case is handled as per any Service Level Agreements in your support contract, be sure to use this option and select the appropriate System Handle from the list that is presented.
- A list of system handles for your system will be displayed
- Note that you can Search in the System Handle Description field
- Tick the box next to the appropriate contract and click Create

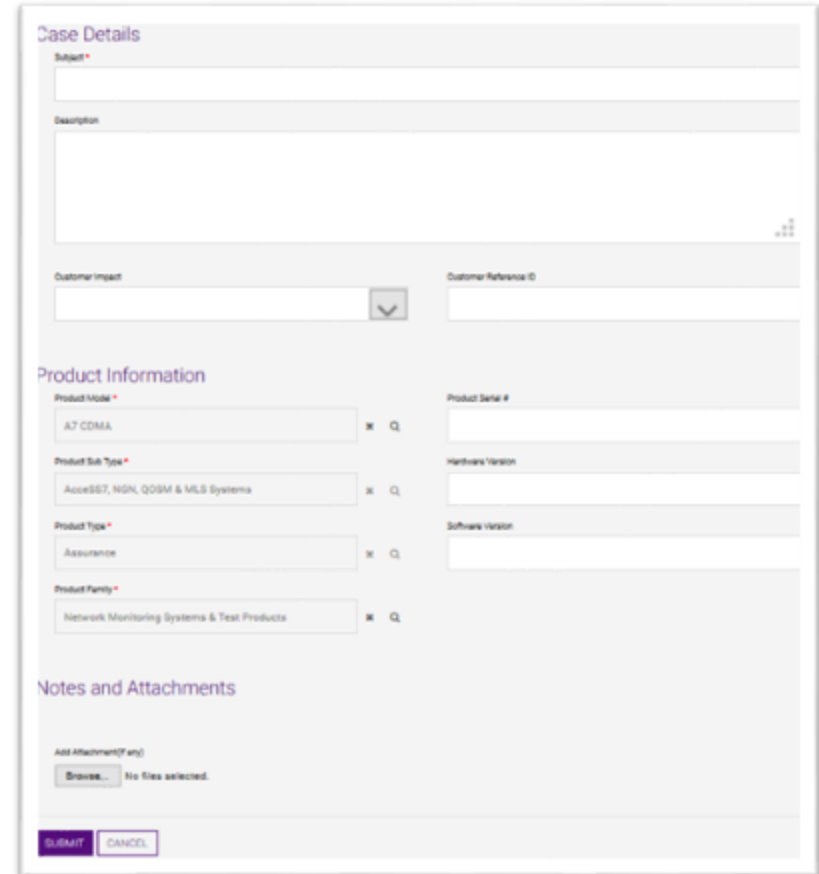


The screenshot shows a web interface for creating a technical assistance case. At the top, a breadcrumb trail reads 'Home > Customer Community > Create Case'. The main heading is 'Create Case' in a large purple font. Below this is a section titled 'System Handle Description' which contains a search input field with a magnifying glass icon and the text 'SLP'. To the right of the input field is a 'SEARCH' button. Below the search section is a 'CREATE' button with a plus icon. At the bottom of the form, there is a table with two columns: 'System Handle' and 'System Handle Description'. The 'System Handle' column has a small upward arrow icon next to it.

# Submitting a New Technical Assistance Case

Whether submitting a case by Product or System Handle you will be prompted to supply additional information. Required fields are indicated with a red asterisk (\*)

- A subject for the case
- A description of the problem. Be as descriptive as possible, it will help us diagnose the problem faster
- The Model, Serial Number (if applicable) and versions
  - The impact to your environment
- The product information
  - If a system handle is used, most of this information should already be filled in
  - Specifying a Product Model will backfill the other product entries
- Add an attachment if that will provide additional information
- Click Submit



The screenshot displays a web form for submitting a technical assistance case. The form is organized into several sections:

- Case Details:** Includes a 'Subject' field with a red asterisk, a 'Description' text area, a 'Customer Impact' dropdown menu, and a 'Customer Reference ID' field.
- Product Information:** Contains four rows of fields, each with a red asterisk. The first row is 'Product Model' (filled with 'A7 CDMA'), followed by 'Product Sub Type' (filled with 'AccessT, NGN, QOSM & MLS Systems'), 'Product Type' (filled with 'Assurance'), and 'Product Family' (filled with 'Network Monitoring Systems & Test Products'). To the right of these are three fields: 'Product Serial #', 'Hardware Version', and 'Software Version'.
- Notes and Attachments:** Features a section titled 'Add Attachment(s) if any:' with a 'Browse...' button and the text 'No files selected.'
- Submission:** At the bottom, there are two buttons: a purple 'SUBMIT' button and a white 'CANCEL' button.

# Submitting a New Technical Assistance Case, Continued

- A message will be posted with your new case number
- The screen will refresh with a list of your cases and the newly created case will be at the top
- An email will be sent to you with your case number



TJH Gmail ▾



Home > Customer Community > Case Details

## Case Details

My Open Cases ▾

Search your Cases

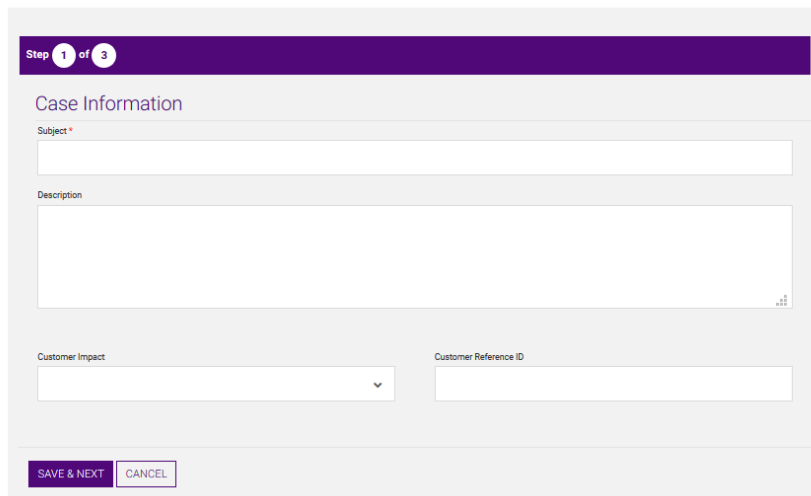
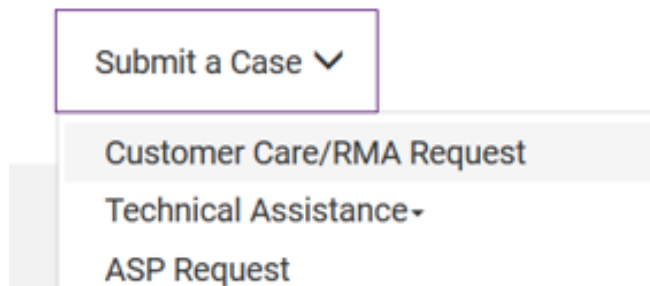


Case Number	Case Title	TL9000 Severity Level	Status	Case Sub Type	Date/Time Opened ▾
C001222	This is an example	Request	New		12/2/2019 2:09 PM

# Submitting an RMA or Customer Care Case (Step 1)

- Use the dropdown for “Submit a Case” and select “Customer Care/RMA Request” pulldown
- Fill out the information on the form that appears
- Required fields are marked with an asterisk (\*)
- Click Save and Next

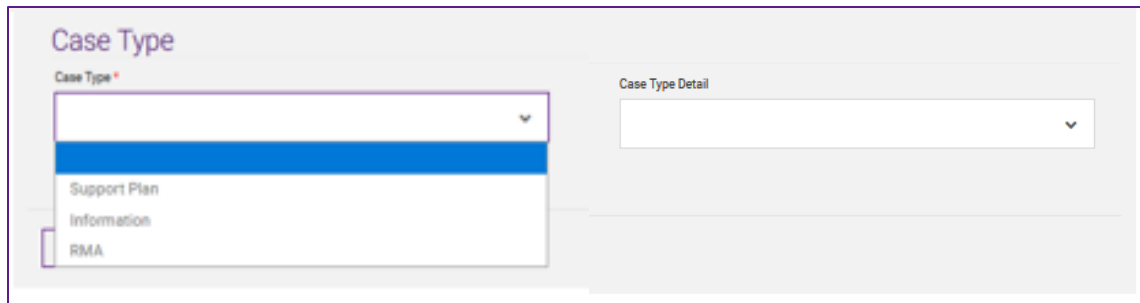
## Create Case

A screenshot of a web form titled "Create Case". At the top, it says "Step 1 of 3". Below this is a section titled "Case Information". It contains several fields: "Subject" (required, marked with a red asterisk), "Description", "Customer Impact" (a dropdown menu), and "Customer Reference ID". At the bottom of the form are two buttons: "SAVE & NEXT" and "CANCEL".

## Submitting an RMA or Customer Care Case: Step 2

### Specify the Case Type

- Selecting “Information” will allow selection of a Case Type Detail
- Selecting “RMA” will set the Case Type Detail to Request and requires going to the next screen



The screenshot shows a web form titled "Case Type". It contains two main input fields. The first field, labeled "Case Type", is a dropdown menu with a blue highlight on the "Information" option. Below the dropdown, the options "Support Plan", "Information", and "RMA" are listed. The second field, labeled "Case Type Detail", is an empty dropdown menu.

Case Type “Information” allows these choices:

Document Request

General

Order Expedite

Order Status

Price

Product

Report Request

# Submitting an RMA: Step 3 – Using Product Information

To Submit an RMA by product, click on Create to specify:

- Product information
- Problem Description and Other info
- Scroll down to specify the Technician Name and Contact info

Step 3 of 3

### RMA Information

RMA Information

MainFrame	Mainframe	Product Model	Other Product	Serial Number	Problem Type	Name Of Technician	contact info email	Problem Description	Other Info	Created On
-----------	-----------	---------------	---------------	---------------	--------------	--------------------	--------------------	---------------------	------------	------------

There are no records to display.

Customer - Ship to Address

End Customer Address

Add Attachment  No file selected.

Create

### RMA Information

☐ MainFrame ☐ Can Not Identify

Product Model

Other Product

☐ In Warranty

Problem Description

Other Info

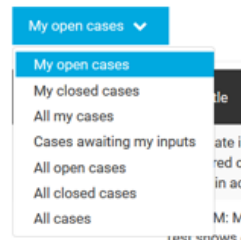
## Submitting an RMA: Step 3 (continued)

- If equipment is a Mainframe, then check the Mainframe box
- If not, then fill out the rest of the form and leave Mainframe box unchecked
- Click on “Customer – Ship to Address” to specify where the product should be shipped to
  - Existing addresses will be displayed
  - New ones may be added
- Click on “End Customer Address” to specify Name and Location of the End Customer
- Click Submit to complete the RMA Request

# Viewing and Updating a Case

- From the Customer Portal main screen, click the View Cases button to see your cases.
- The pulldown near the top left can be used to select different views.
  - Note: The default view is “All cases”
  - To view cases you have submitted, select “My open cases” “My closed cases” or “All my cases”
- Clicking on case number allows you to:
  - See case detail
  - Add a comment or note
  - Add attachments
- Once you submit an update, the assigned engineer will receive a notification
- Closing a case is done using the “Close Case” button. The assigned VIAVI Support Engineer will then:
  - Update appropriate fields
  - Decide if a knowledge base article should be created for easier future reference

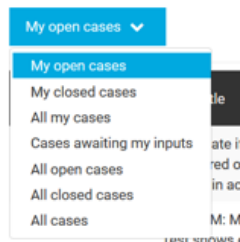
## Case Details



# Searches: Knowledge Base and Cases

- Using the Search from the main screen or by using the magnifying glass next to your name searches the Knowledge Base
- Using the Search field on the Case Details Screen searches Cases. Note that the search will only locate cases matching the view selected:
  - If your view is My open cases, then the search will only look for cases that you submitted that are open
  - If your view is All closed cases, then the search will include closed cases for your Company


## Case Details




Home > Customer Community > Case Details

## Case Details

My Open Cases

Search your Cases 

Case Number	Case Title	TL9000 Severity Level	Status	Case Sub Type	Date/Time Opened 
C001222	This is an example	Request	New		12/2/2019 2:09 PM

# Knowledge

Click on View Knowledge Base to access our library of Articles

- An article is a write-up describing a specific feature, solution, known problem, etc.
- As problems are solved, new articles will be submitted

## Features

- Can select the type of product to search
- Can specify the Article Type by selecting the Base Template type
- Can sort the results using different criteria by clicking on the column header

## knowledge base

Product Families

Network Monitoring

Product Types

Product Sub Types

Product Models

Base Templates

SEARCH

RESET

Search

Article Public Number	Title	Article Templates	Last Published Date
000009559	How to solve vcredist_x64 install issue error on the ONMSi Toolkit installation	Solution	10/14/2019 3:53 AM
000009551	ONMSi Database connection check	How To	9/25/2019 4:25 AM
000009550	ONMSi SNMP API 3.12	Document	9/2/2019 4:41 AM
000003056	A7SoftwareAlarm 9483: AHRTR - Error generating the measurement results payload for [plan]	Error Code	6/18/2019 9:24 AM
000006395	License manager error "Fail to check out license for option % 1. The error code from the server was :0xa0000956"	Document	6/18/2019 9:22 AM
000009505	How to access to the OTU Toolkit on ONMSi 4.x	How To	5/31/2019 3:59 AM
000009467	OTU8000e upgrade issue when upgrading from old version (0.6.x)	Solution	1/22/2019 5:48 AM

# Reports

- Query the database for cases using different criteria
  - Status
  - Date Range
  - Model
  - Severity
  - Case Sub Type
  - etc.
- Results can be exported to a .xls file



TJH Gmail ▾



Home > Customer Community > Case Reports

## Case Reports

Case Record Type	Status	Case Sub Type	System Description	Customer Reference ID
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
TL9000 Severity Level	Product Model	Created On(After)	Case Closed	
<input type="text"/>	<input type="text"/>	<input type="text" value="mm / dd / yyyy"/>	<input type="text" value="mm / dd / yyyy"/>	

SEARCH

EXPORT TO XLS

Case Number	Case Record Type	Case Title ↑	Status	Date/Time Opened	Case Sub Type	TL9000 Severity Level	System Item Description	Customer Impact	Product Model	Customer Reference ID
C001231	Technical Assistance	another tac case	New	12/2/2019 3:37 PM		Request			10G Certifier	

# Summary and Where to go for Help

With the VIAVI Customer Portal, you can:

- Submit RMAs, Customer Care or Technical Assistance requests
- Check the status of your cases
- Add updates and attachments to cases
- Run reports on cases
- Search for solutions in the Knowledge Base

Help with your VIAVI Customer Portal login can be obtained by:

- Using the email link on the Customer Portal main page
- Sending an email directly to [PortalSupport@ViaviSolutions.com](mailto:PortalSupport@ViaviSolutions.com)