User Manual Shopping Basket

Proximus Proximus ICT Self-Service Portal

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Sensitivity	Unrestricted
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pro**X**imus

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1. **Welcome!**

Dear Customer,

Thank you for your confidence in our ability to serve you!

You have decided to rely on one of the Proximus ICT services, this service comes with a Proximus ICT Self-Service Portal enabling you to:

- Create Trouble Tickets to notify Proximus about issues with the Products under contract
- Follow-up on the status of open Trouble Tickets that have been registered previously
- Manage the access rights to the Proximus ICT Self-Service Portal for your co-workers
- Create Change Request to optimise the working of your system;
- Follow-up on the status of open Change Request that have been registered previously
- Consult reports that have been created for the follow up of our service delivery

Your access to the Proximus Proximus ICT Self-Service Portal is effective as from the activation of the Proximus service. From this moment on, you are provided with a 24x7 on-line view of the activities that are performed by the Proximus Support Teams.

Transparency in the way Proximus will deliver operational excellence is essential. We are convinced that you will appreciate our daily efforts to further boost your business objectives!

With kind regards,

The Pro⌘imus team

2. Service overview

2.1 Service notifications

For all incidents and requests you register via the Proximus Service Desk (via telephone and/or portal) Proximus keeps you informed on the progress of their resolution. This is done via a number of automated e-mail notifications, which are sent to you for the following key milestones in the resolution or implementation process:

- Case creation
- Change Request creation
- When the incident is set to solved (with approval request)
- When the change is set to closure (with approval request for standard changes)

To make this possible, we define in our systems Customer Contacts (Named Contacts): people we know (with their coordinates) and that can create tickets and receive notifications. Next to Contacts, you also have Web Users with specific rights for working in the portal: only consulting or also creating, only Incidents or also Changes,... . Such a Web User is always linked to a Contact and this Contact will be used by us for further interactions, like asking questions or sending notifications. The portal allows you to manage these Contacts and Web Users yourself.

The notifications are sent to the person within your organization (Named Contact) who is linked to the request or the incident's Trouble Ticket. They contain the ticket's reference number, its creation timestamp and priority and a description of the last update.

3. Working with the Proximus ICT Self-Service Portal

3.1 Accessing the portal

The Proximus ICT Self-Service Portal can be accessed on-line via following URL:

https://eportal.ict.proximus.be

For Customers with a Secured token, the following URL can be accessed:

https://support.telindus.com/secure

Depending on the credentials used, the visitor is recognized by the portal according to one of two different roles: Supervisor, Change & Incident Management (C&IM) or Incident Management only (IM). The table below summarizes the functionalities of the Proximus ICT Self-Service Portal for these roles.

Portal Areas	Functionality	C&IM	Supervisor	IM
HOME	Change Preferences	X	X	**X**
	Change Password	X	X	**X**
	Bulletin Board		X	
	Downloads		X	
SUPPORT	Create New Incident	X	X	**X**
	Search Cases	X	X	**X**
	My Cases	X	X	**X**
REPORTS	Download reports	X	X	
CHANGE	Create Change Request	X	X	

	Search Change Request	X	X	
	My (requested) Changes	X	X	
CUSTOMER	Create Contacts		X	
	Search Contacts		X	
PORTAL	Create Portal Users		X	
	Search Portal Users		X	

Proximus ICT Self-Service Portal roles

The Supervisor is provided a username and password by Proximus upon activation of the Proximus service. He uses these credentials to log into the portal, identify the different Users and provide them with their personal username and password.

The URL leads to the login page of the Proximus ICT Self-Service Portal.

Proximus ICT Self-Service Portal login

The visitor enters his credentials via the "Username" and "Password" fields and hits the "LOGIN" button to access the portal functionalities.

In case of an error in the credentials, the portal returns the following error message to the visitor: "Incorrect customer ID or password. Please, re-enter login information". After 3 such unsuccessful login attempts, further login attempts are blocked. The Proximus Service Desk now has to be contacted to reactivate the portal access.

In case the visitor has forgotten his password the "Forgotten your password?" link enables him to generate a new password. The new password is system generated and is sent to his e-mail address (as known in the Proximus system). The visitor is able to reset this new password when he has logged in to the portal.

Forgotten password

After login, different menu options are made available to the visitor on the left hand side of the screen. The number and type of options available depend on the role of the visitor. Possible menu options are:

- Home
- Customer
- Portal
- Support
- Reports

3.2 Navigating the CHANGE pages

Remark: this is an optional item. If you did not subscribe to the Standard Changes option, you will not see this menu item.

3.2.1 Order Additional Resources

The 'Create new change' menu option allows customers to create new Change Requests or to order additional resources.

Attention: this option is only available for Customers with vContainer or Managed vHosting services.

Step 1 – Select service and category

A change request will always be logged in the requestor's name and default site. If needed, a different site can be selected using the *'Select Other'* button.

The change must then be categorized by selecting the service and using the three *'Select Change Category'* drop down lists representing the change catalogue (see Categorization).

Pick the required request from the dropdown lists

The Service list will contain all Proximus ICT services you acquired with Proximus. And, as to Categorization:

- The first drop down category lists all supported technology domains, changes can be executed against;
- The second drop down category denotes the specific area within the selected "Category level 1 technology domain";
- The third and last category lists the available changes that have been defined against the selected service.

In these Standard Changes, ordering extra resources is now included. As an example: the request "Additional resources" – "Shopping Basket" gives the Customer the possibility to order additional resources for their vContainer solution.

Once the change is categorized, the support program will be automatically filled in if one is defined. If none is defined this field will be left empty.

After the correct values were selected, the Customer presses the *"NEXT"* button to proceed.

Step 2 – New order

Now following *"step 2"* screen will be displayed.

The Customer can request the desired resources by filling in the quantity and then clicking on the basket.
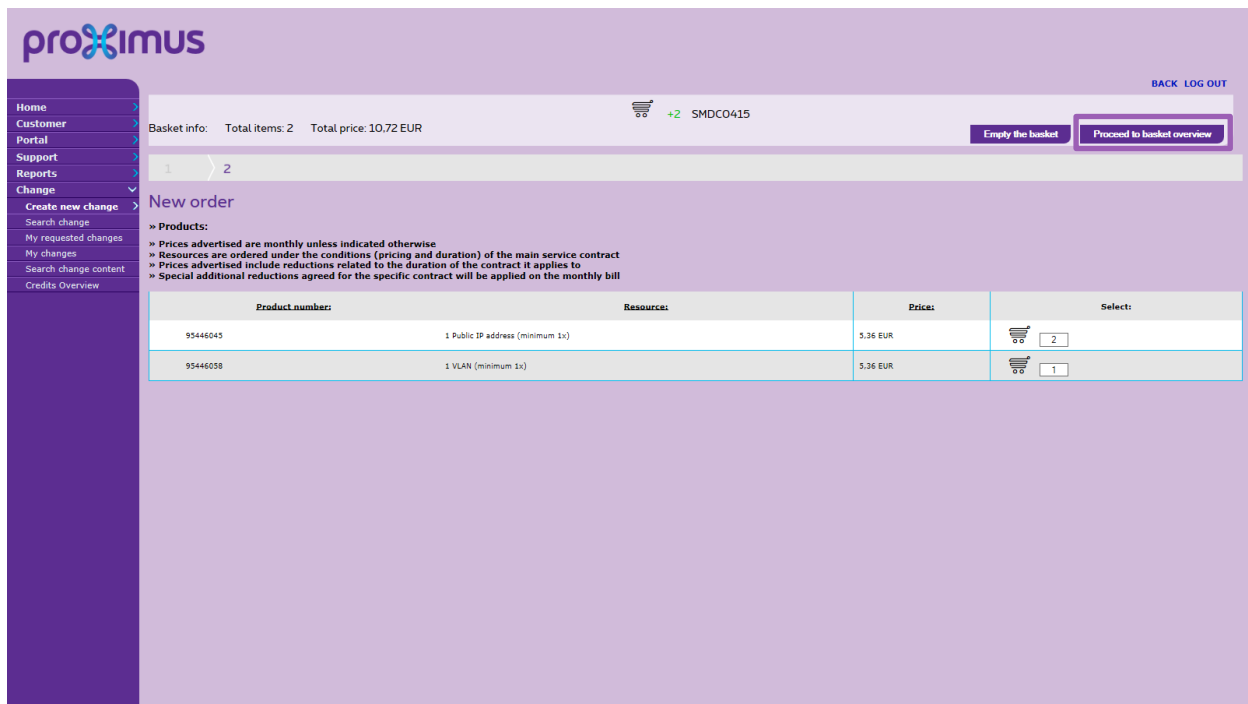
The Basket info is automatically adjusted with the quantity of the items and the total price.

If the Customer wants to empty his Shopping Basket, he can click on the button "Empty the basket".

When finished ordering, click the "Proceed to basket overview"
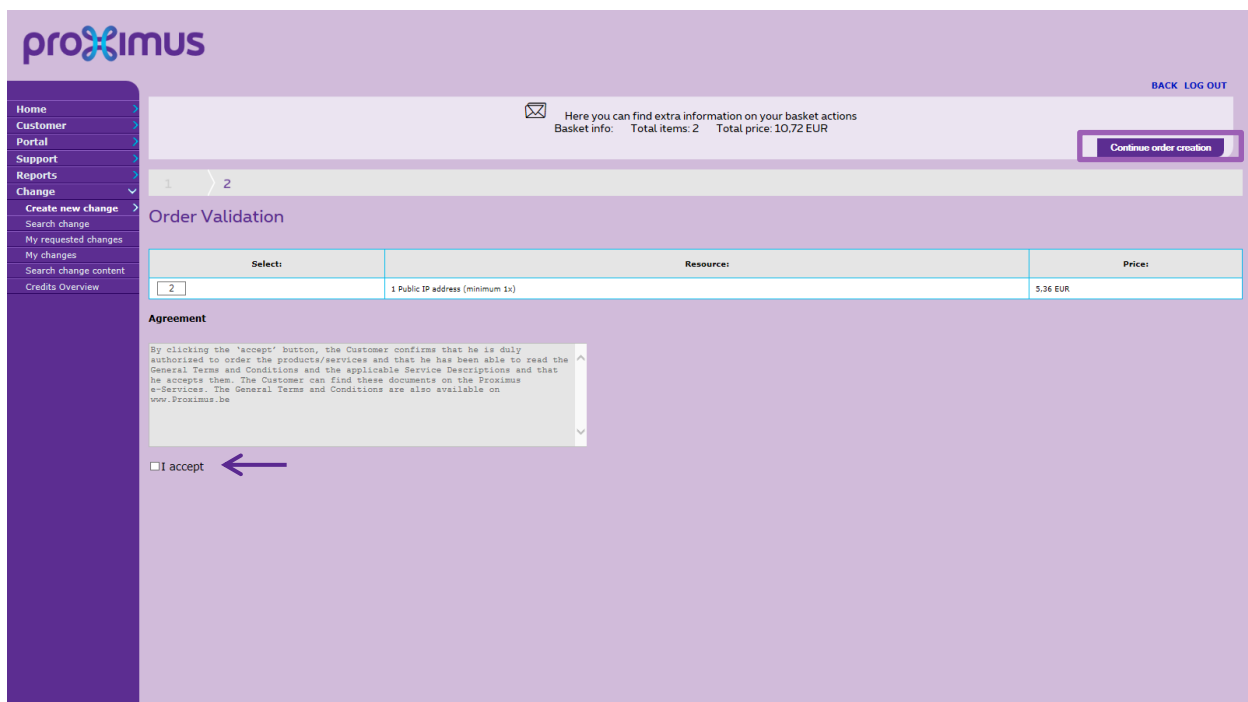

The "Order Validation" screen appears.

The Customer needs to double check his order and can still adjust his order if necessary.

If the order is complete, the customer should read the legally binding Terms & Conditions and accept them by checking the box.

Click the "Continue order creation" to finalize the order

Pricing:

Prices advertised in the shopping basket are list prices and may differ from contractually-agreed pricing. Customer-specific discounts will be applied on your monthly invoice.
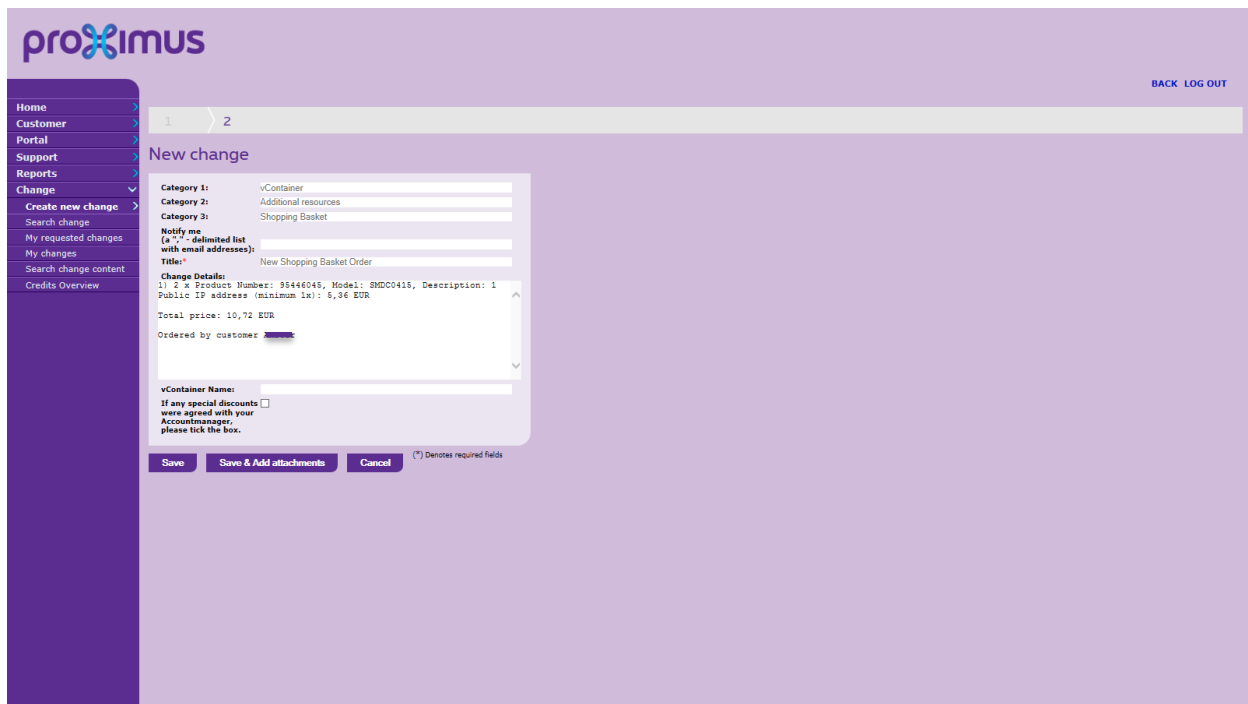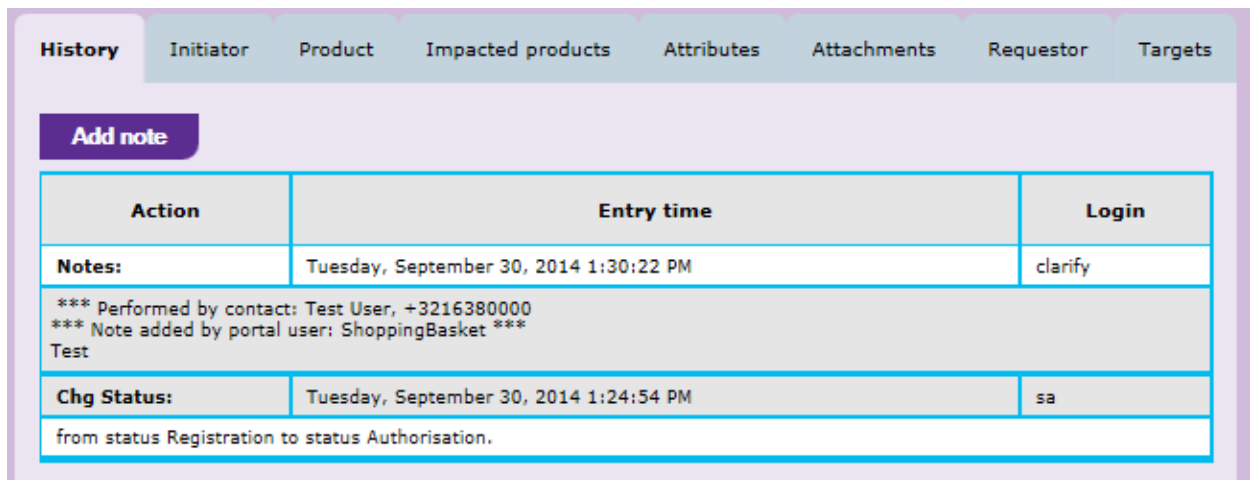

The Order overview screen appears and in case of an error, please click on the button "Cancel".

In case this is correct, the Customer can click the "Save" button or if he wants to add an attachment, click the "Save & Add attachments" button.
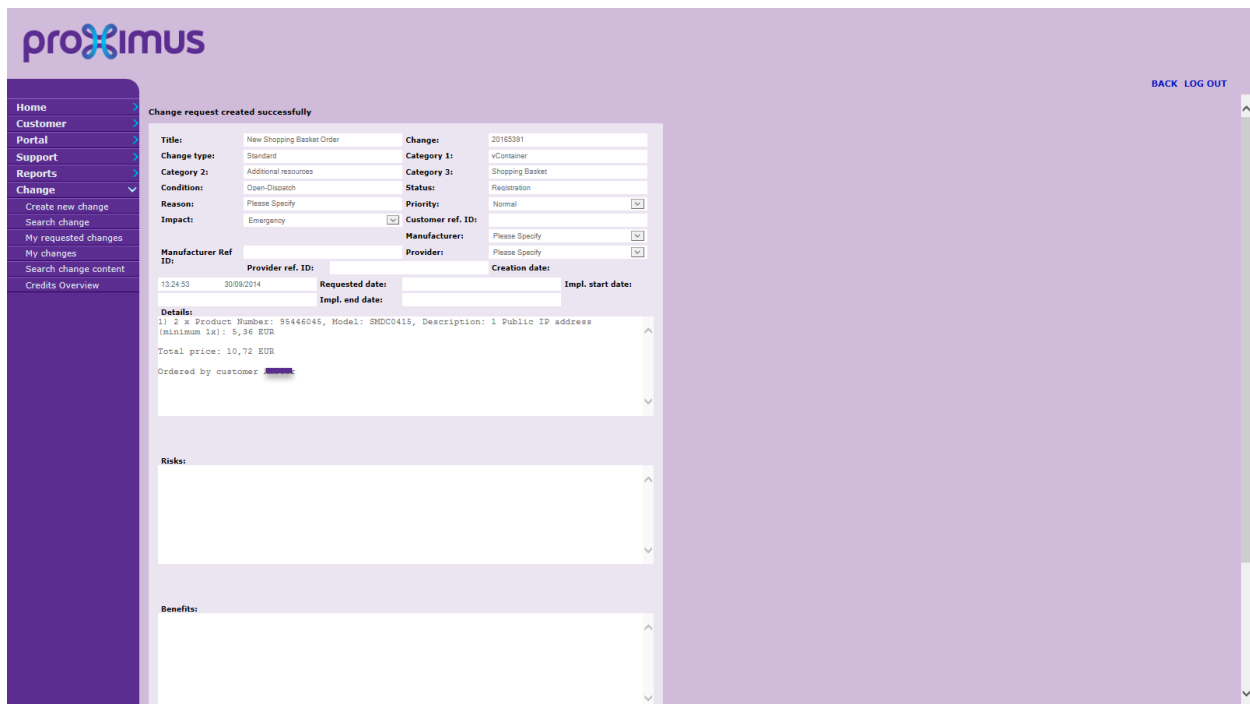
The Order or Change Request is registered and the Ref number is shown on the top.

Notes can be added to the Change Request, the engineers handling this case will receive this in the ticket.

3.2.2 Search Change Request

This brings us back to the initial screen for Changes:
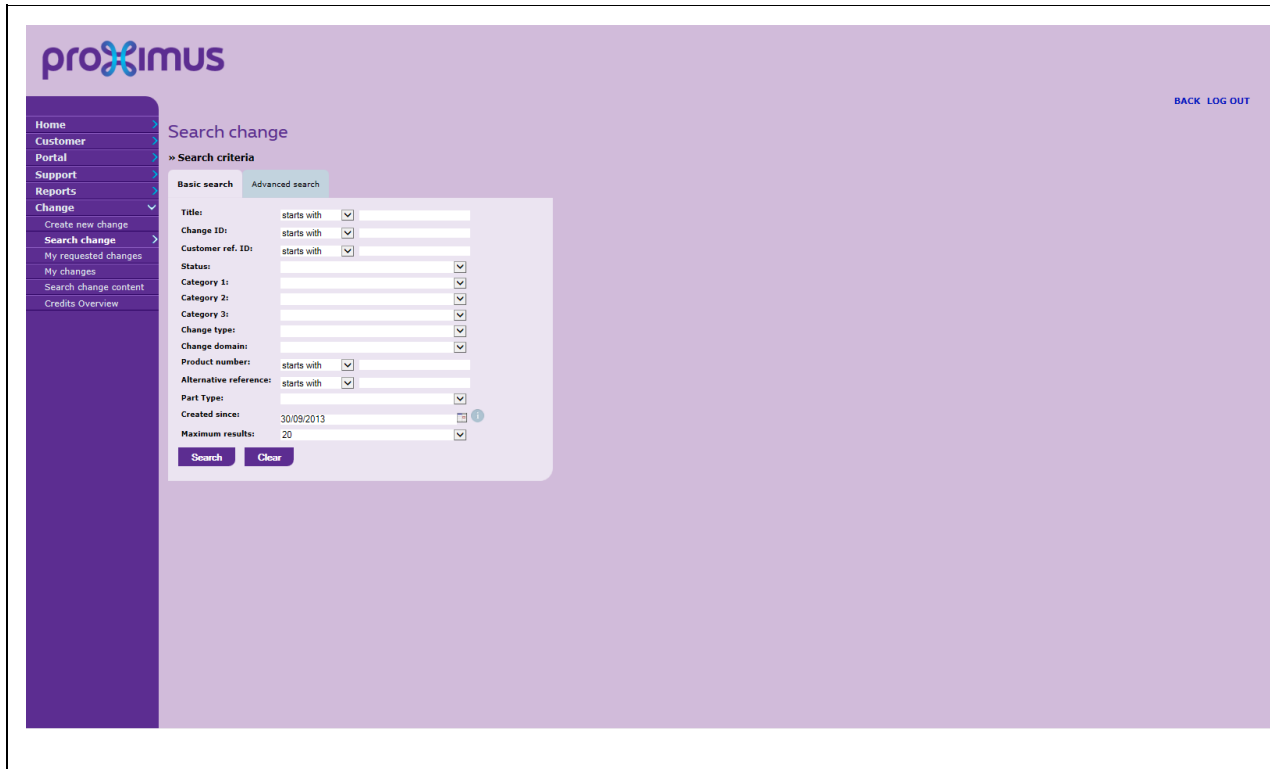
Search Change Requests with the basic search functionalities

The visitor can search a Change Request associated to his account via the "Search change" menu option. The Proximus ICT Self-Service Portal offers him basic and advanced search functionalities to do so.

The Basic search is depicted in the screenshot above. Some of the criteria given here (and in the Advanced search) are not applicable to Standard Changes (example: Change type always is Standard) but the same screen is also used for more complex requests. The meaning of the more relevant items can be found in the section **Error! Reference source ot found.** paragraph.

The screenshot below list the available search criteria for an Advanced search.
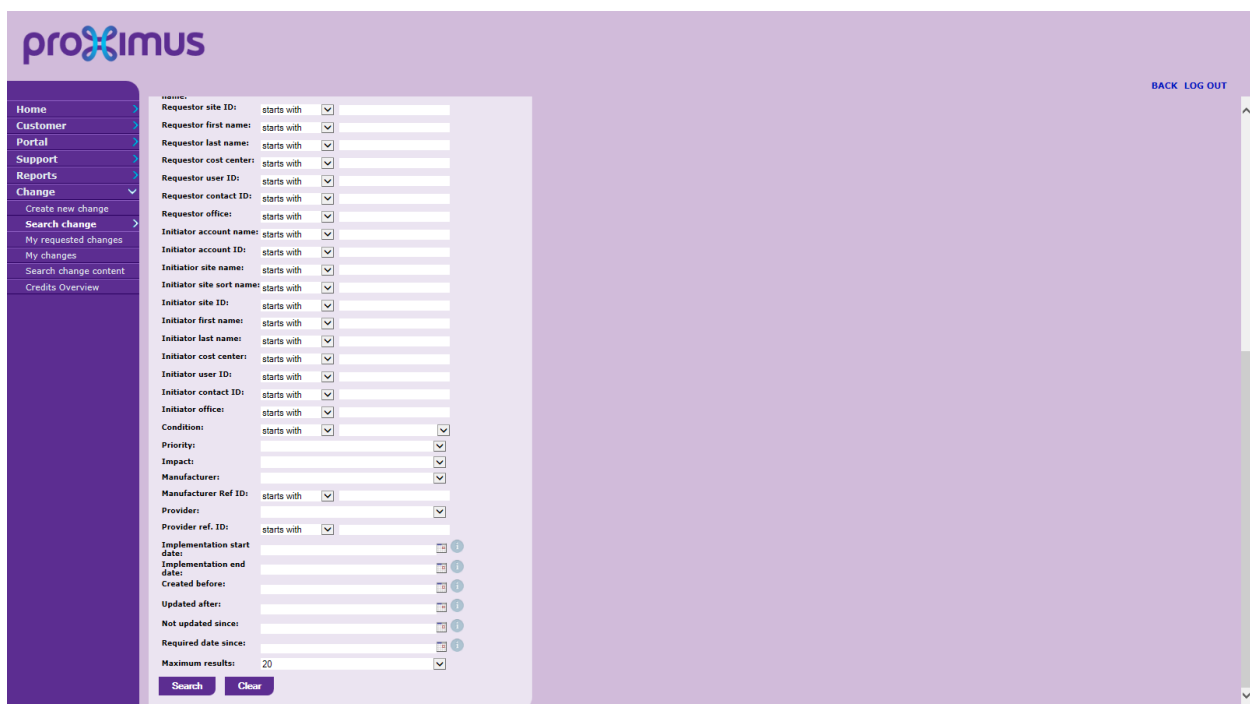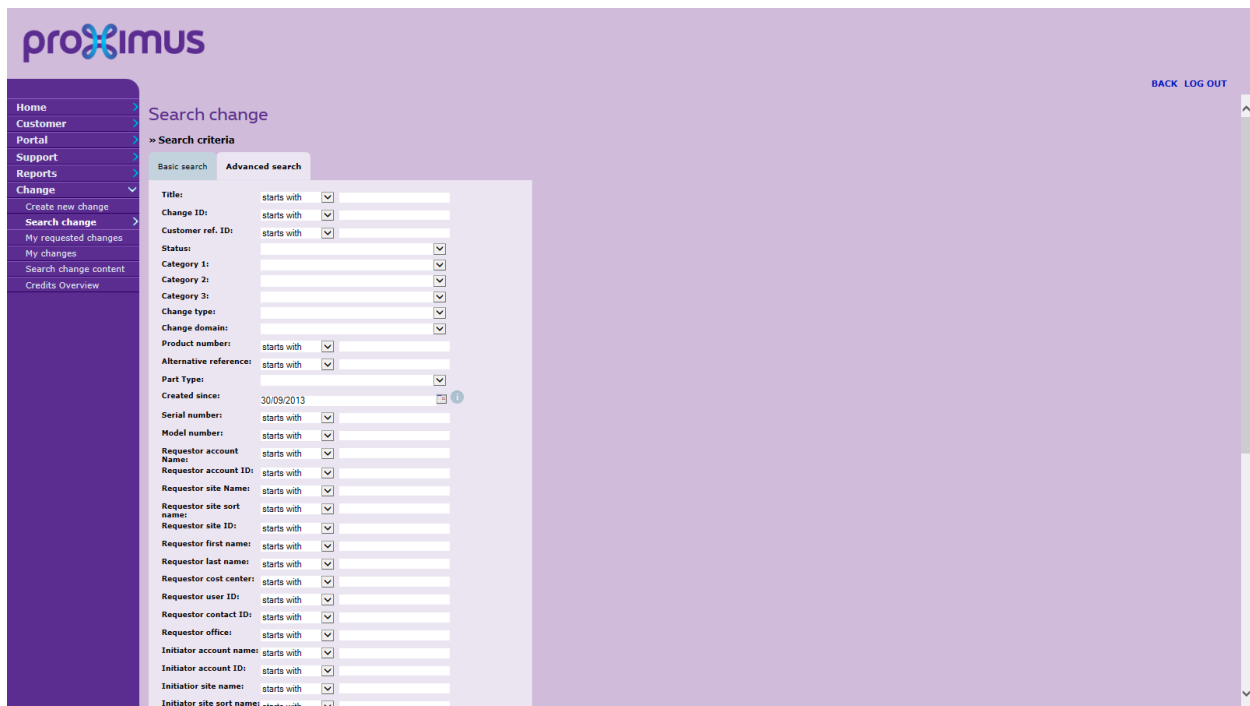
Searching Change Requests with the Advanced search functionalities

Remark: we distinguish between a Requestor (the person for whom the Change has been requested) and an Initiator (the person having actually introduced the request).

The list of search results can easily be copied to Excel format (copy – paste).

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Screenshot of search results

By clicking on the hyperlinked Change ID number the visitor can see the details of the Change Request and – as long as the status is not closed – enter some comments.

3.2.3 My requested Changes

This is functionally identical to Search Change Request, with the exception that only those Change Requests are given that are linked (as Requestor) to the same Customer Contact the present visitor is also linked to (remember, a web user is always linked to a Customer Contact).

3.2.4 My Changes

This is functionally identical to Search Change Request, with the exception that only those Change Requests are given that are linked (as Initiator) to the same Customer Contact the present visitor is also linked to (remember, a web user is always linked to a Customer Contact).

In other words: "My Changes" gives you the Changes you introduced into the system (or somebody else linked to the same Customer Contact).

4. Customer obligations

Proximus has defined a number of customer obligations to ensure optimised service delivery and quality interactions between the customer and Proximus. These obligations are directly linked to the incident and change management support processes employed by Proximus. They are placed within this document as reference.

4.1 Change Management

4.1.1 Change Request Planning Approval

The implementation of the above mentioned Standard Changes deviates to some extend from the normal Change Management process at Proximus. Making use of this option implies that you agree with the following:

- Standard Changes are considered to be low risk and can be implemented at any time, irrespective of any agreed change windows
- Introducing the Change in the portal also implies its approval, as well for implementation as for billing