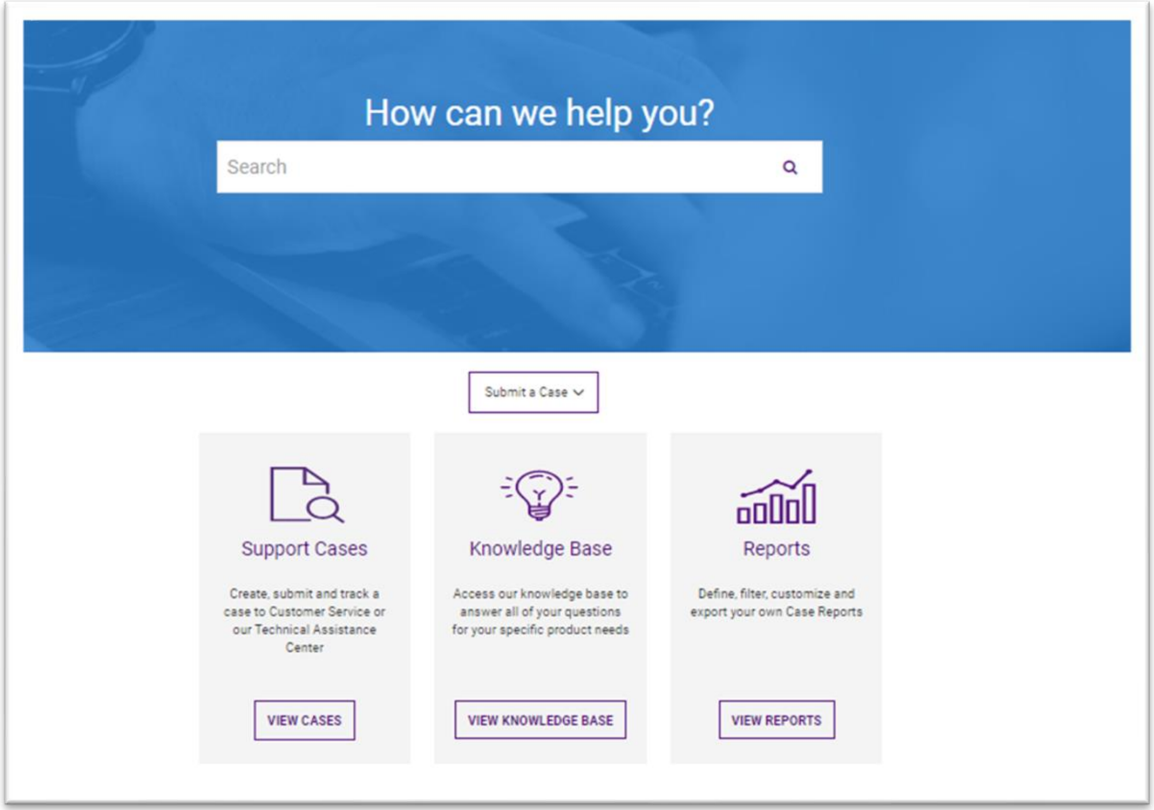
Introducing the New VIAVI Customer Portal

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

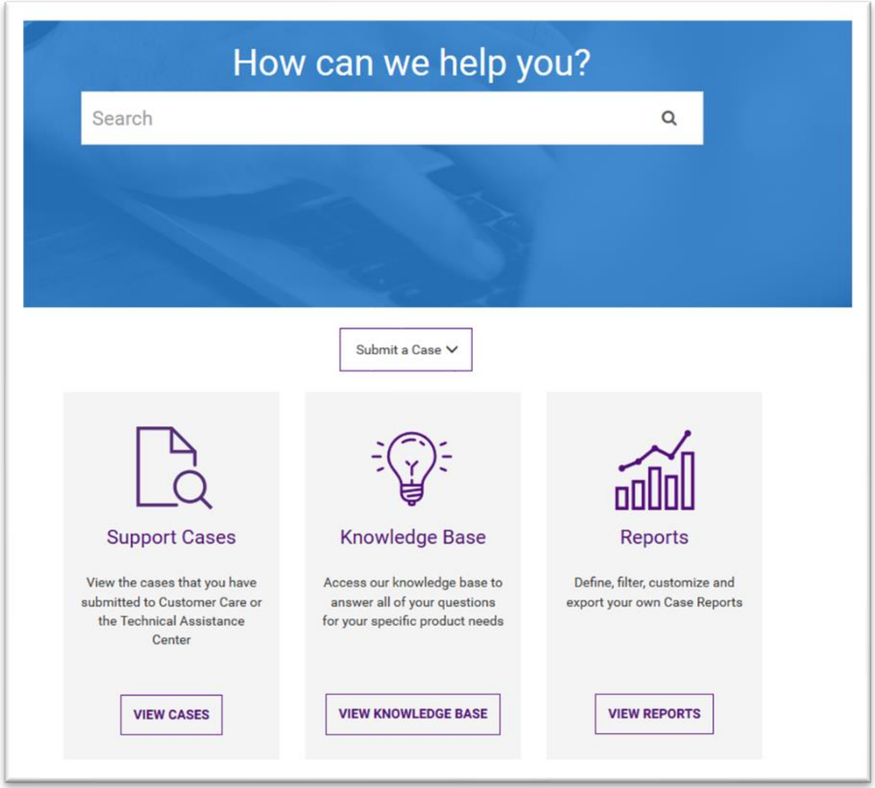
Logging in to the VIAVI Customer Portal

- 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

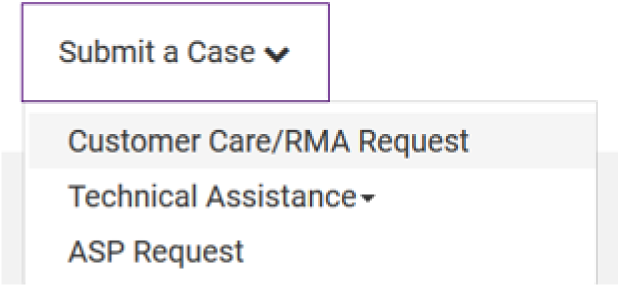
- Use the search box to search Knowledge Articles
- Submit a Case: Use the dropdown menu to create a support case
- Support Cases: View and manage cases
- Knowledge Base: Solutions and articles of interest
- Reports: Generate reports about your and your company's cases

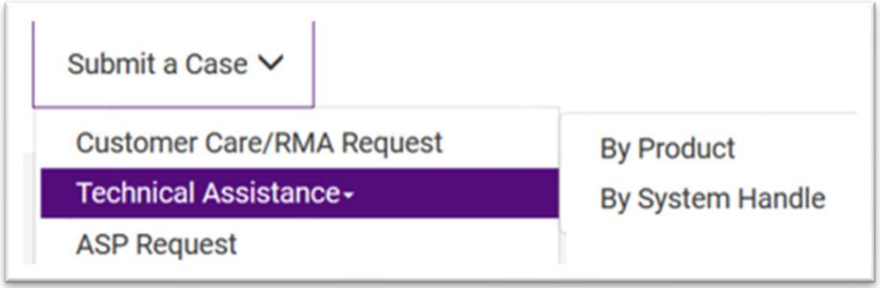


Submitting a New Case

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



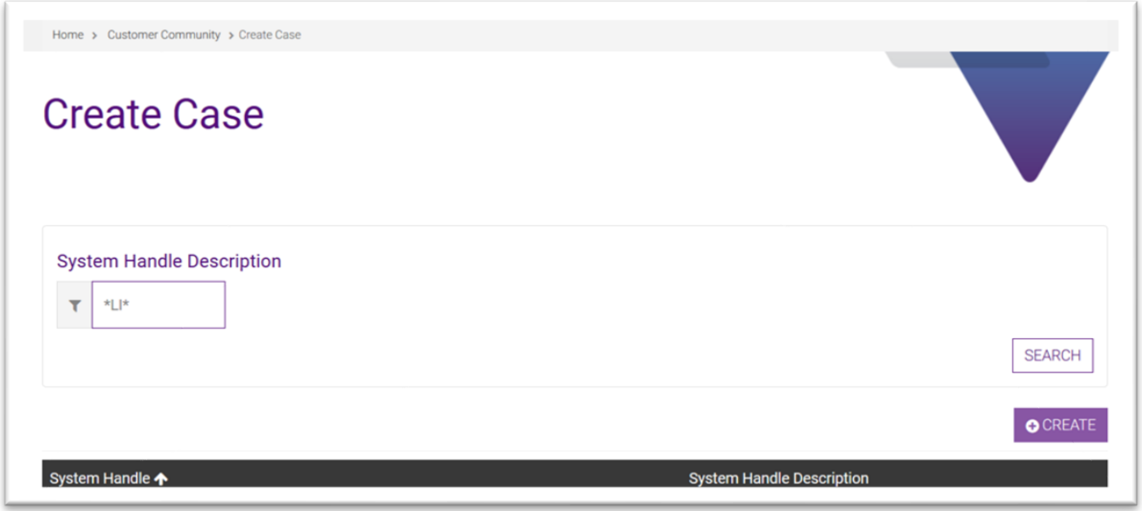


Submitting a New Technical Assistance Case by System Handle

- **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

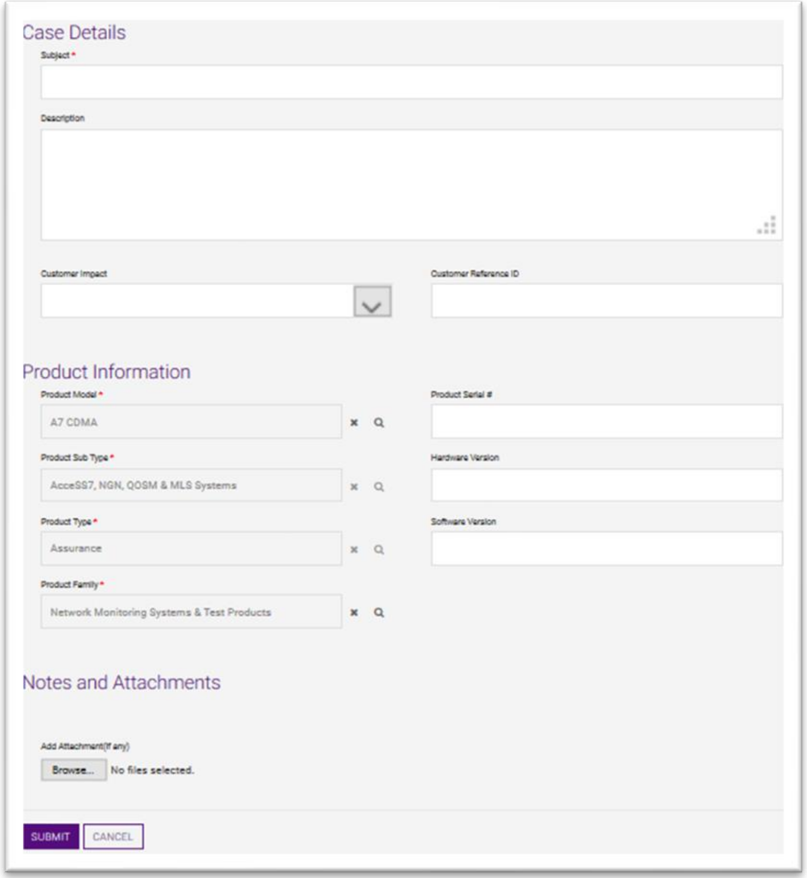


- Tick the box next to the appropriate contract and click Create

Submitting a New Technical Assistance Case

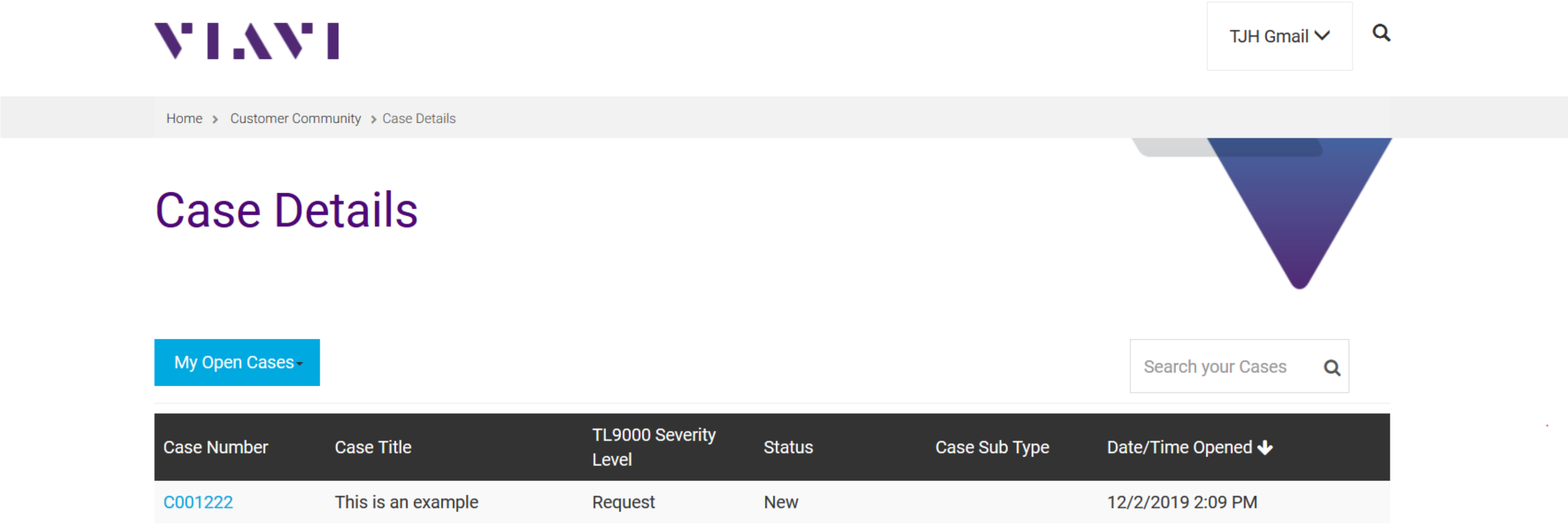
Whether submitting a case by Product or System Handle you will be prompted to supply additional information. Required fields are indicated with a red asterisk (*)

- 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



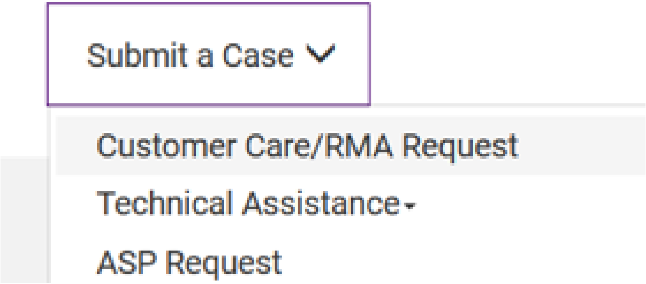
Submitting a New Technical Assistance Case, Continued

- 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

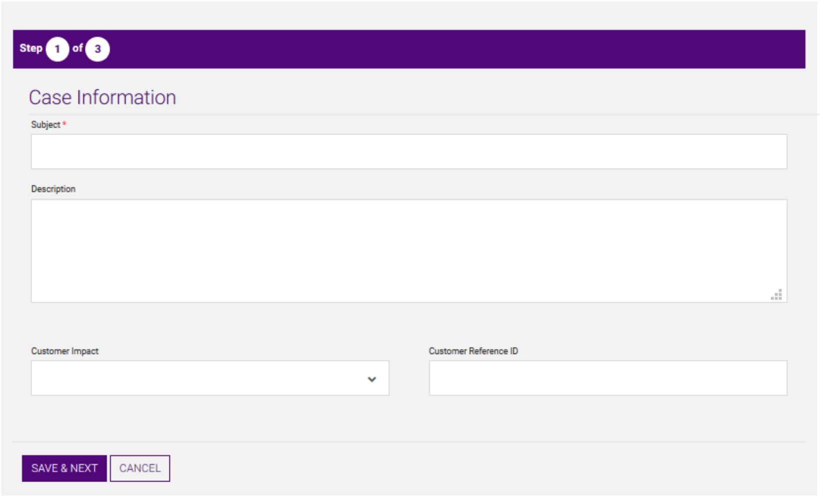


Submitting an RMA or Customer Care Case (Step 1)

- 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



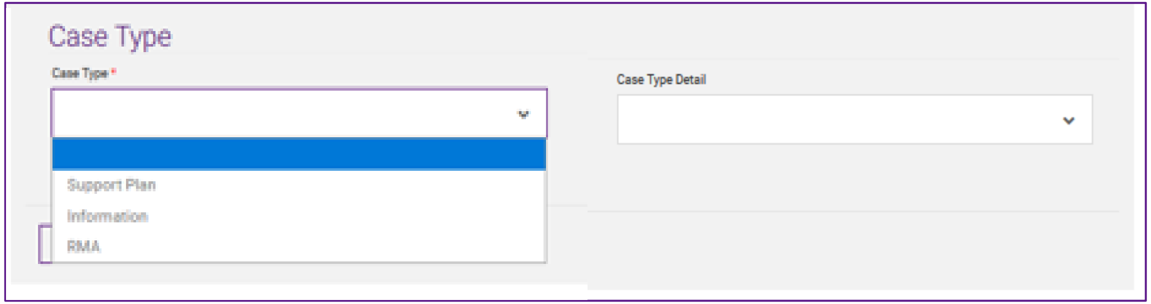
Create Case



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



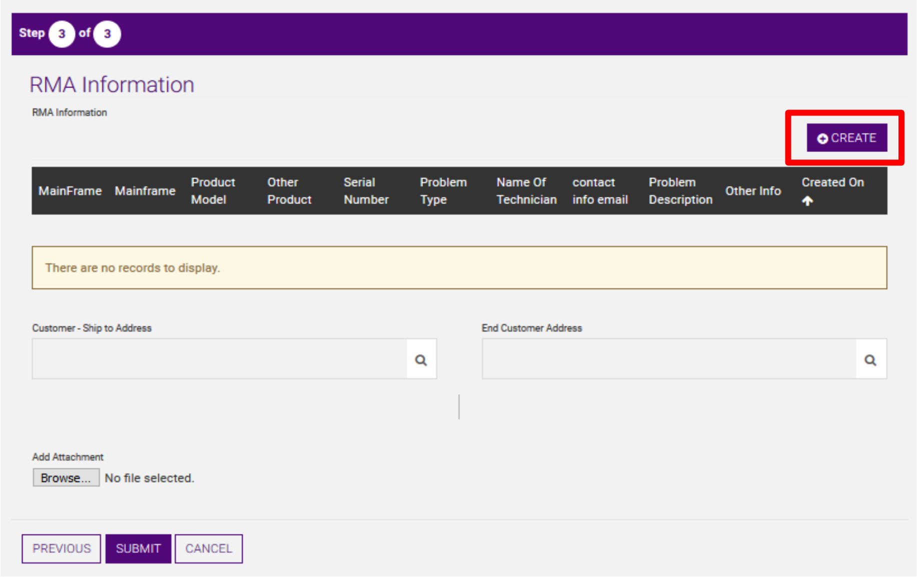
Case Type “Information” allows these choices:

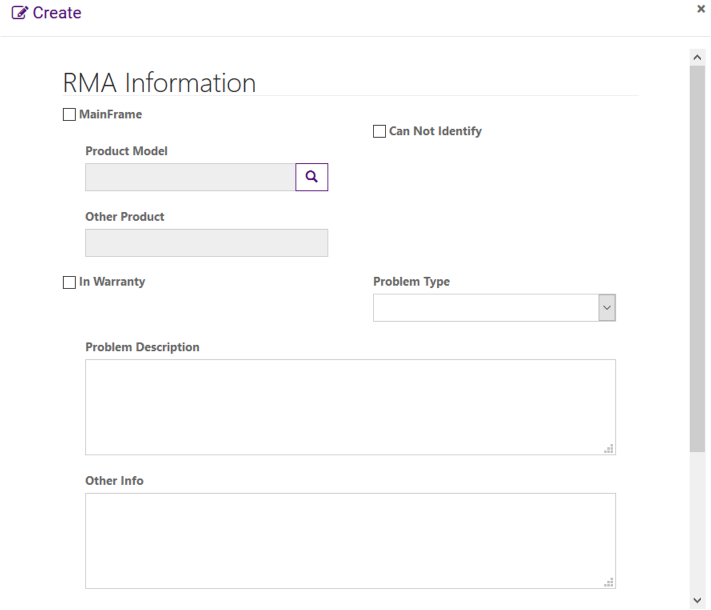
- Document Request
- General
- Order Expedite
- Order Status
- Price
- Product
- Report Request

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



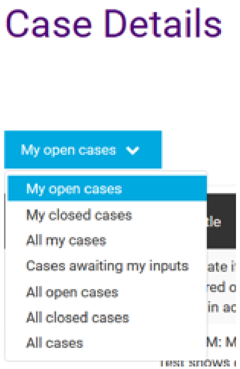


Submitting an RMA: Step 3 (continued)

- 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

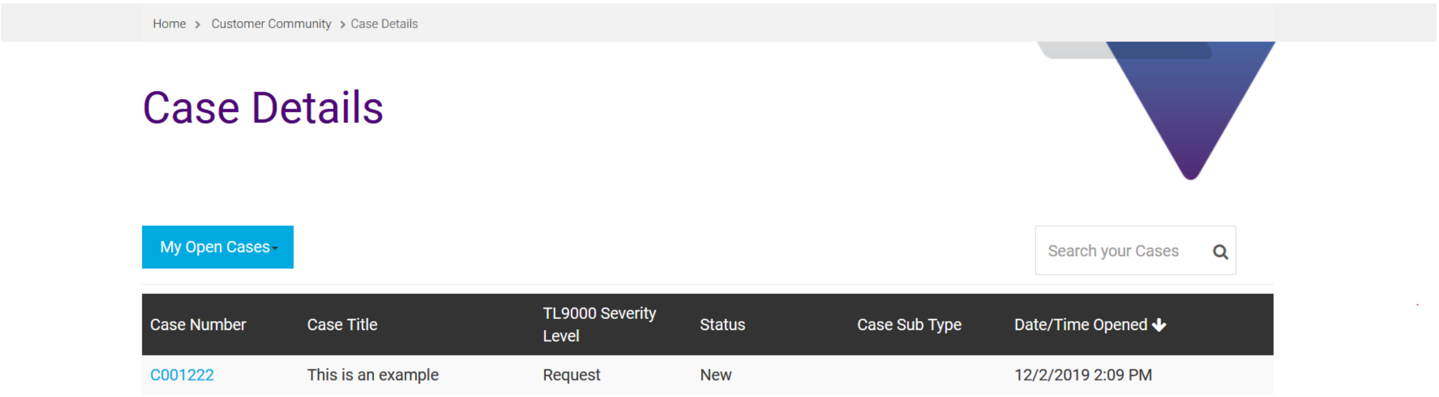
Viewing and Updating a Case

- 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



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



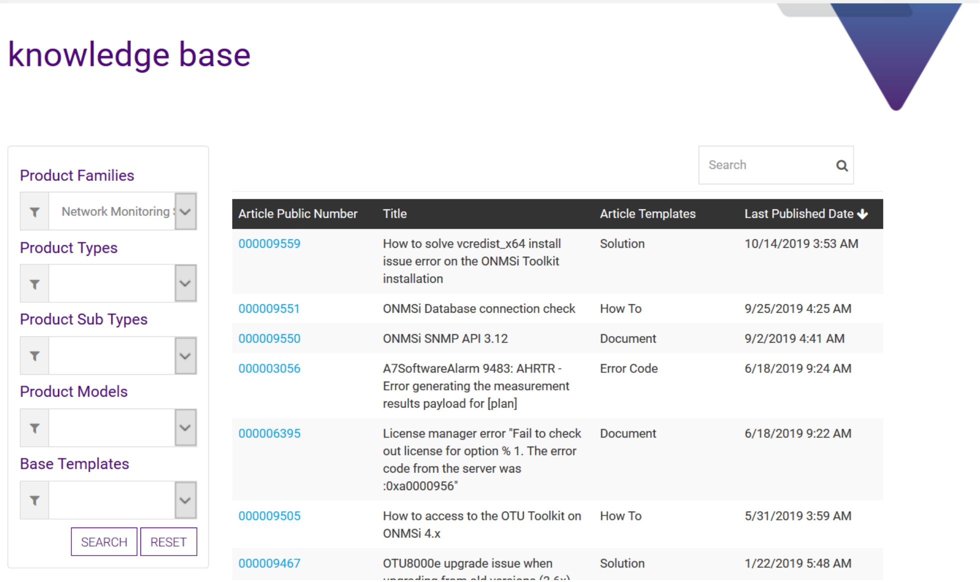
Knowledge

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

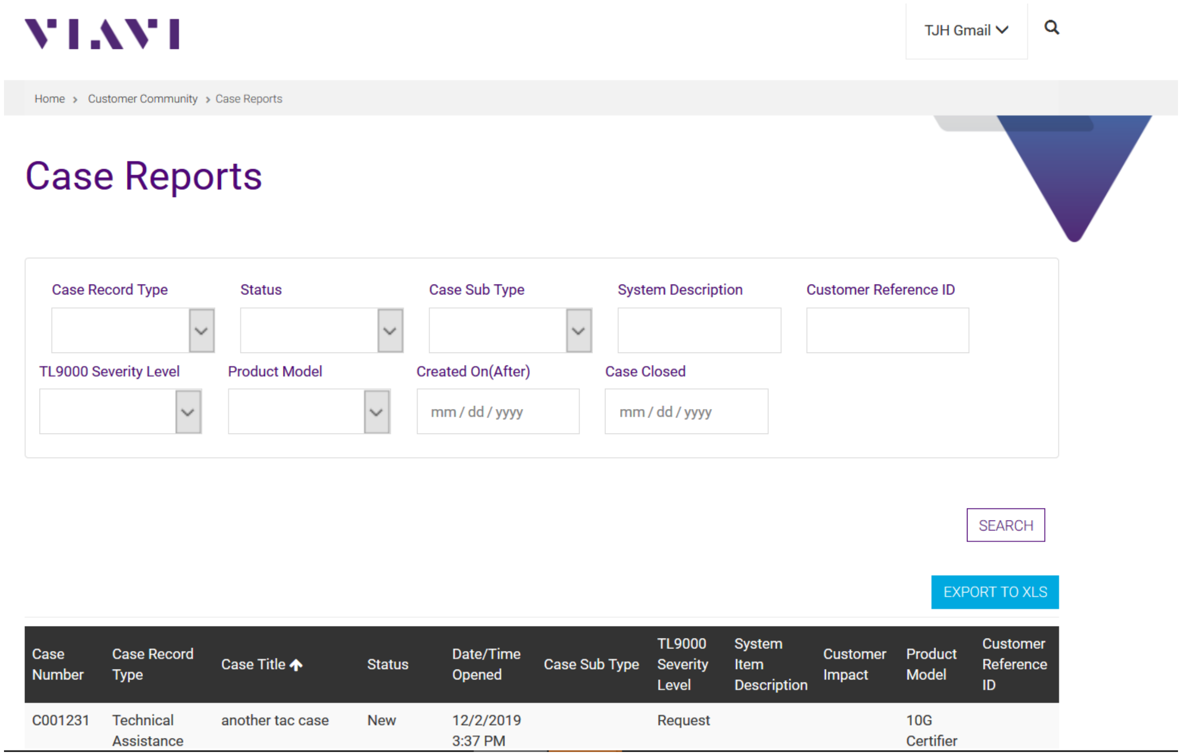
- Can select the type of product to search
- Can specify the Article Type by selecting the Base Template type
- Can sort the results using different criteria by clicking on the column header



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



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