

Introducing the New VIAMI Customer Portal

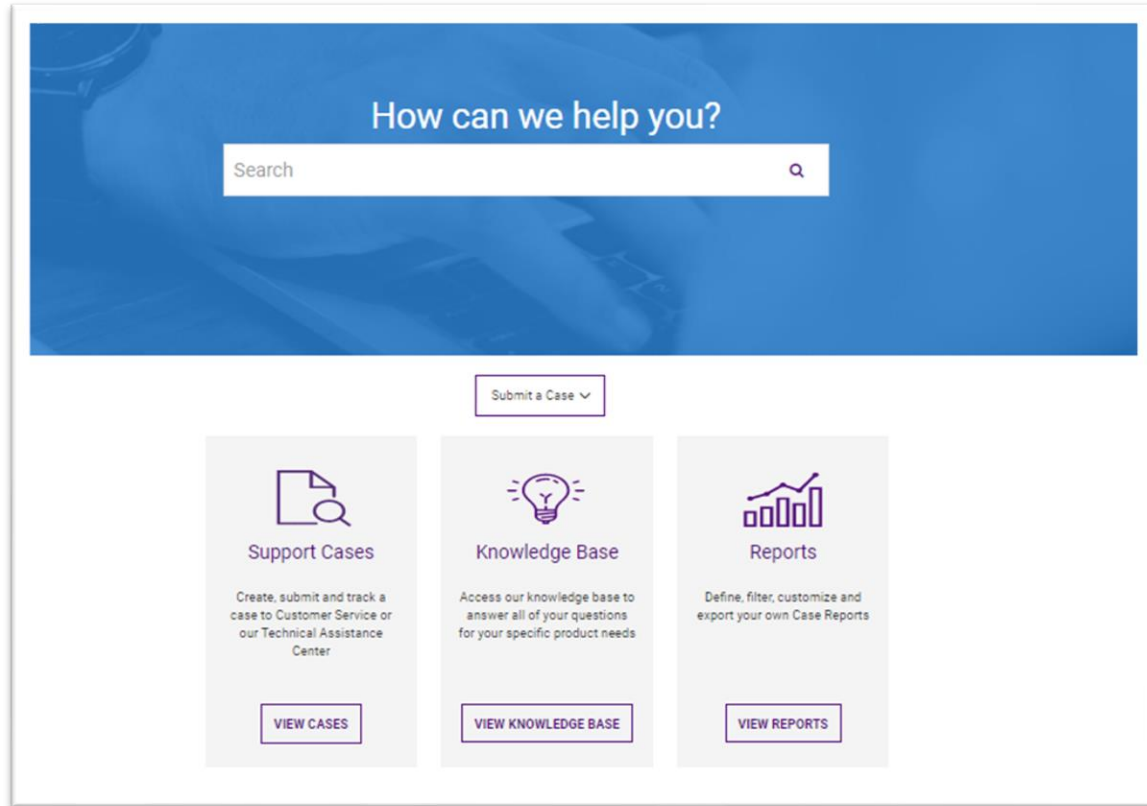


Introduction to the new VIAVI Customer Portal

- 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

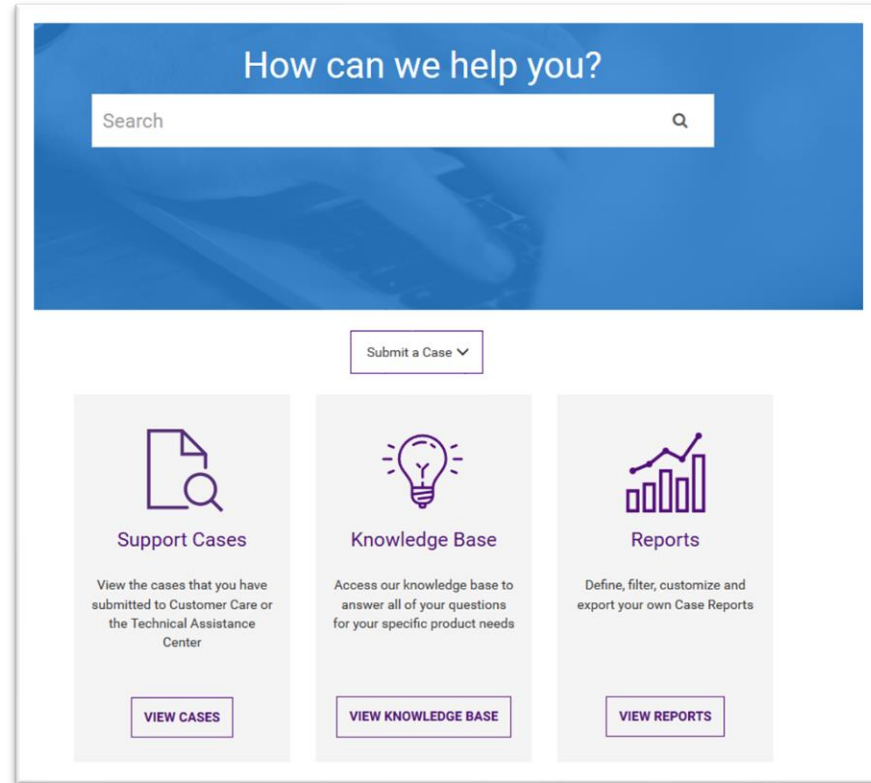
Logging in to the VIAVI Customer Portal

- 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

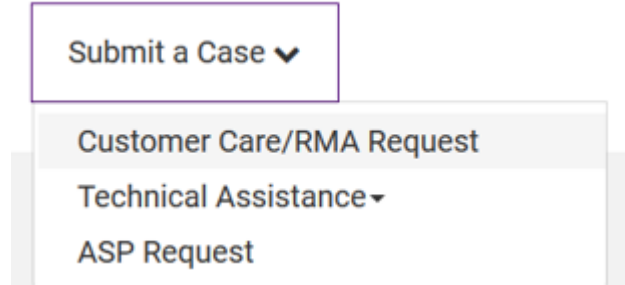
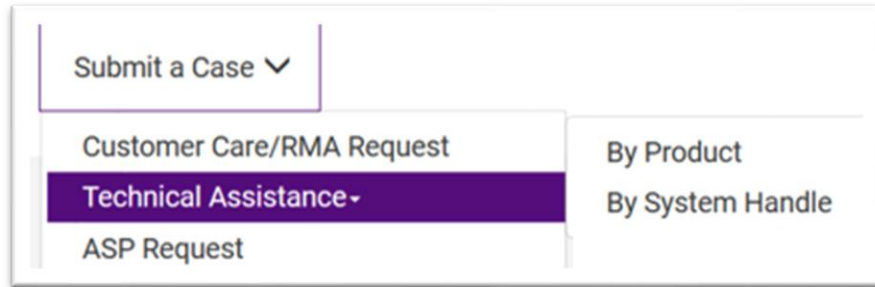
- Use the search box to search Knowledge Articles
- Submit a Case: Use the dropdown menu to create a support case
- Support Cases: View and manage cases
- Knowledge Base: Solutions and articles of interest
- Reports: Generate reports about your and your company's cases



Submitting a New Case

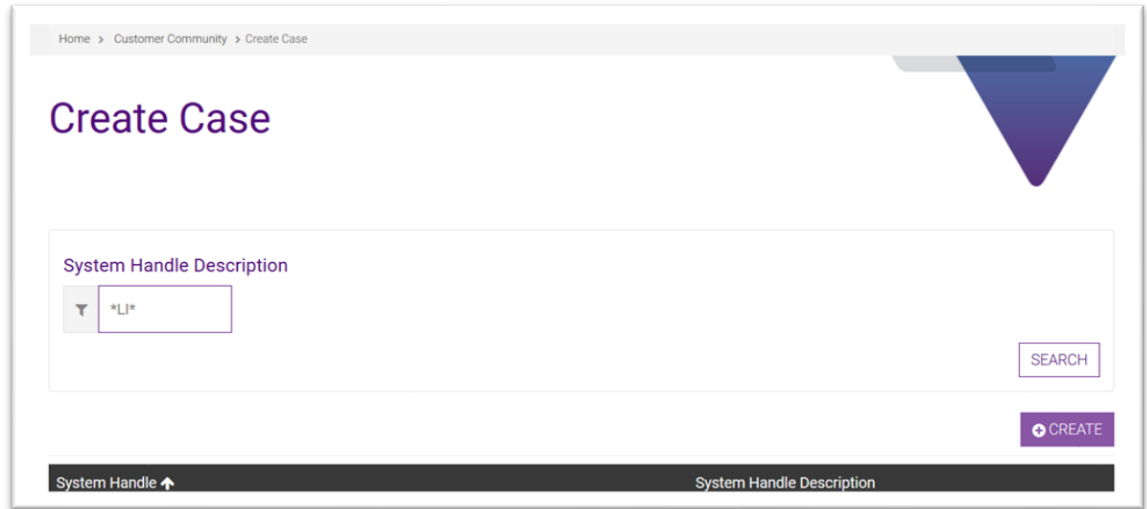
Use the “Submit a Case” button and select one of:

- 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



The screenshot shows a web interface for creating a case. At the top, there is a breadcrumb trail: Home > Customer Community > Create Case. The main heading is 'Create Case'. Below this, there is a section titled 'System Handle Description' which contains a search input field with a dropdown arrow and the text '*L1*'. 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 interface, there is a table header with two columns: 'System Handle' and 'System Handle Description'.

- 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

The screenshot shows a web form titled "Case Details" with the following sections:

- Case Details**
 - Subject ***: A text input field.
 - Description**: A large text area for describing the problem.
 - Customer Impact**: A dropdown menu.
 - Customer Reference ID**: A text input field.
- Product Information**
 - Product Model ***: A dropdown menu with "A7 CDMA" selected. Includes "X" and "Q" icons.
 - Product Sub-Type ***: A dropdown menu with "AcceSS7, NGN, QOSM & MLS Systems" selected. Includes "X" and "Q" icons.
 - Product Type ***: A dropdown menu with "Assurance" selected. Includes "X" and "Q" icons.
 - Product Family ***: A dropdown menu with "Network Monitoring Systems & Test Products" selected. Includes "X" and "Q" icons.
 - Product Serial #**: A text input field.
 - Hardware Version**: A text input field.
 - Software Version**: A text input field.
- Notes and Attachments**
 - Add Attachment(if any)**: A section with a "Browse..." button and the text "No files selected."
 - SUBMIT** and **CANCEL** buttons at the bottom.

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 ▾

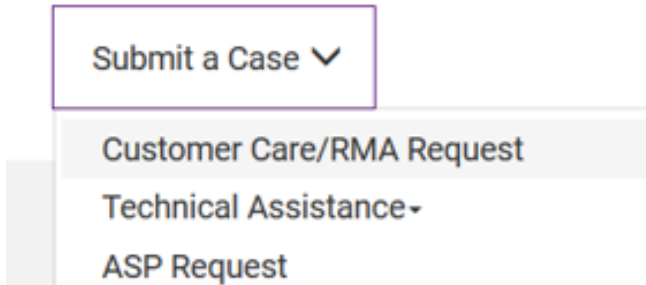
Search your Cases



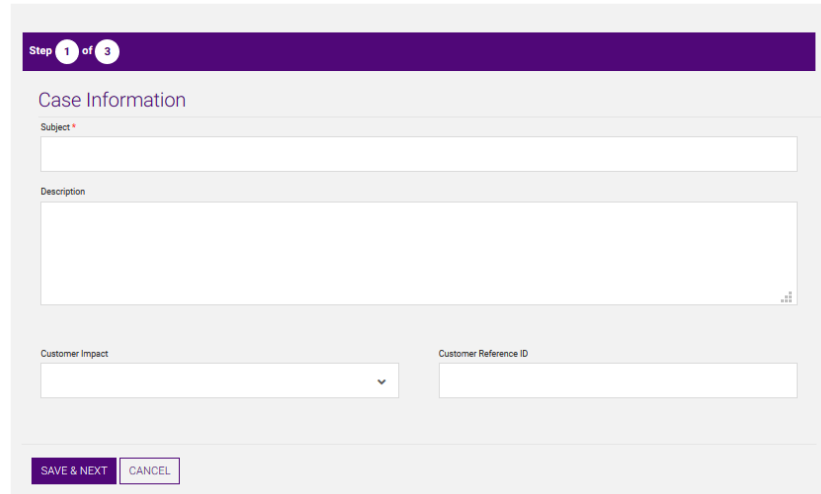
Case Number	Case Title	TL9000 Severity Level	Status	Case Sub Type	Date/Time Opened ▾
C001222	This is an example	Request	New		12/2/2019 2:09 PM

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". The form is divided into three steps, with "Step 1 of 3" highlighted in a purple bar at the top. The "Case Information" section contains the following fields:

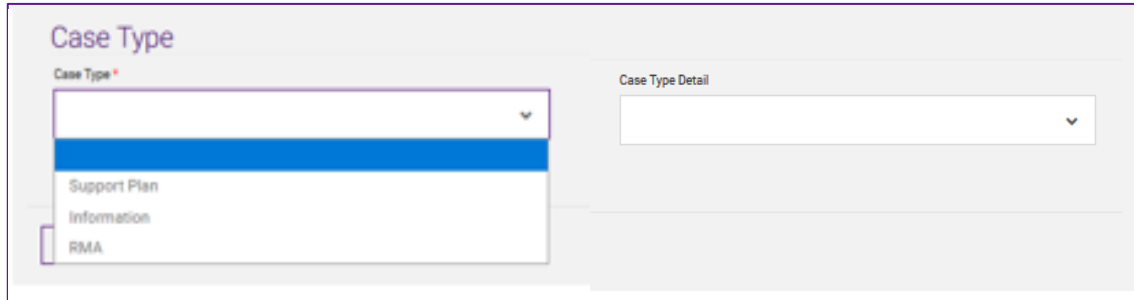
- Subject ***: A text input field.
- Description**: A large text area for detailed information.
- Customer Impact**: A dropdown menu.
- Customer Reference ID**: A text input field.

At the bottom of the form, there are two buttons: "SAVE & NEXT" (highlighted in purple) 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". On the left, there is a dropdown menu labeled "Case Type" with a red asterisk. The menu is open, showing three options: "Support Plan", "Information", and "RMA". The "Information" option is highlighted with a blue bar. To the right of this menu is another dropdown menu labeled "Case Type Detail", which is currently empty.

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

CREATE

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

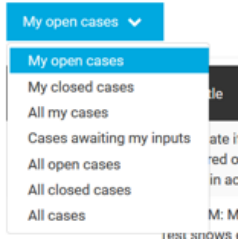
Case Details



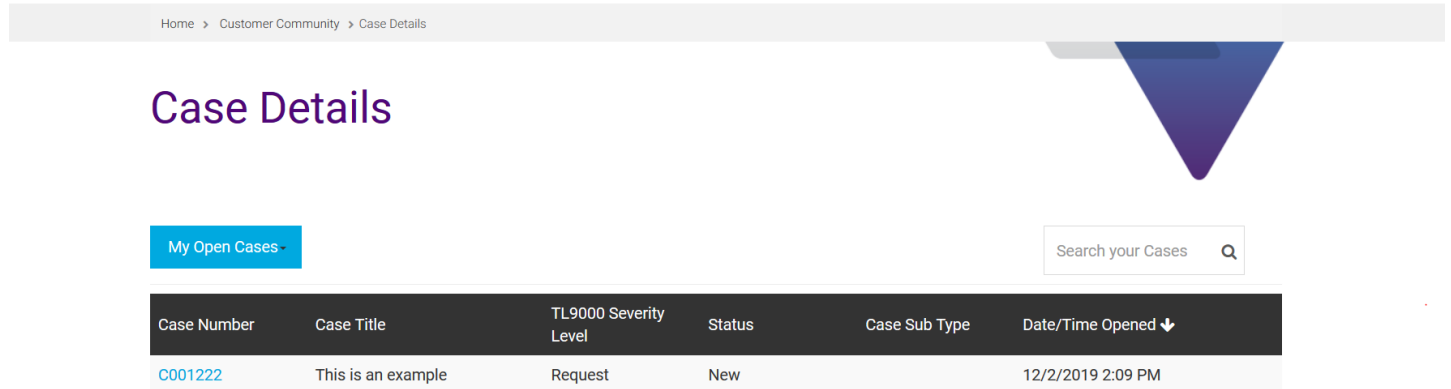
Searches: Knowledge Base and Cases

- 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



A dropdown menu with a blue header 'My open cases' and a downward arrow. The menu items are: 'My open cases', 'My closed cases', 'All my cases', 'Cases awaiting my inputs', 'All open cases', 'All closed cases', and 'All cases'.



The screenshot shows the 'Case Details' page. At the top, there is a breadcrumb trail: 'Home > Customer Community > Case Details'. Below this is a large purple downward-pointing triangle. The main heading is 'Case Details'. There is a blue button labeled 'My Open Cases' and a search box with the text 'Search your Cases' and a magnifying glass icon. Below the search box is a table with the following data:

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

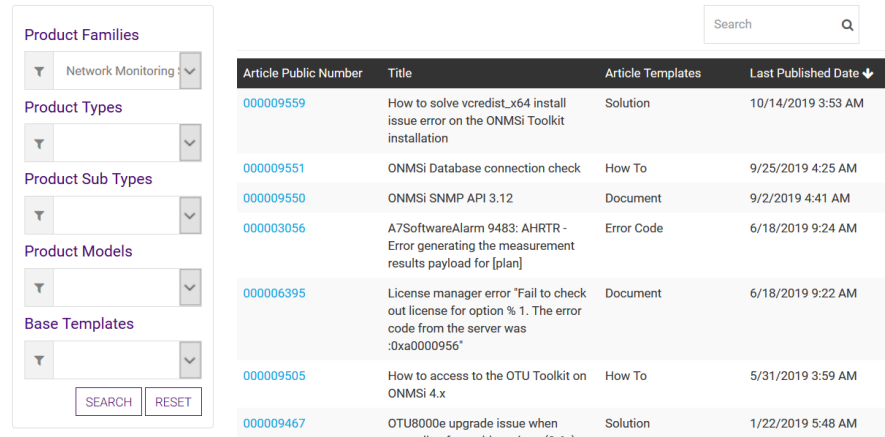
Click on View Knowledge Base to access our library of Articles

- 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



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 versions (9.6)	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

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