Service Monitor

in Firmenkundenportal

CONTENT
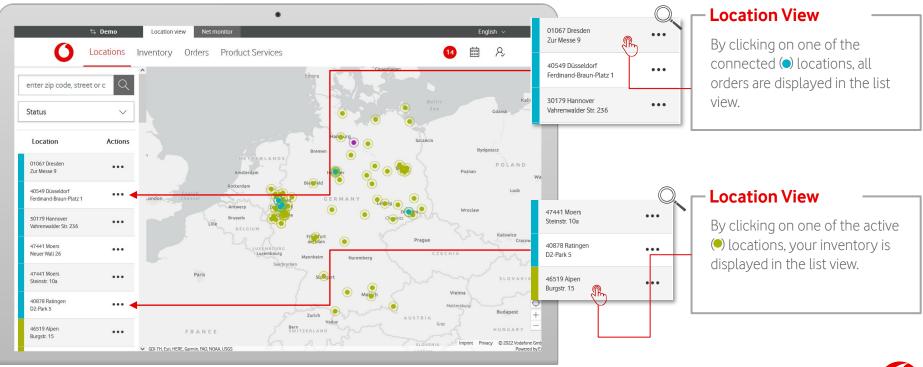
Locations

Specifically select the locations for which you need more information: those marked in green for your active inventory; those marked in turquoise for commissioned products that are still in the process of being connected.

Location View

By clicking on one of the connected (●) locations, all orders are displayed in the list view.

Location View

By clicking on one of the active (●) locations, your inventory is displayed in the list view.

Locations – Filter

Specifically narrow down the selection of locations through a precise search.

Search by Location

Search for your locations here. Possible search criteria are: ZIP code, city, street, house number.

Location Filter

Click on the filter buttons to open the filter menu. Here, you can select what the locations are supposed to be filtered by.

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Locations – Filter

Specifically narrow down the selection of locations through a precise search.

Location Filter

By clicking on the X, you remove the filter. The display then refreshes automatically.
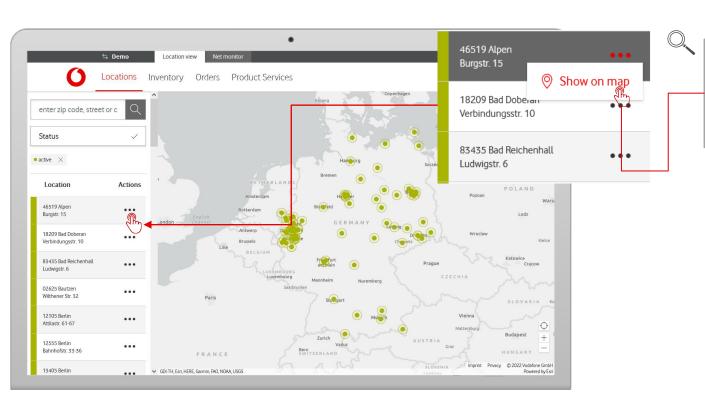
Locations – Navigation

Select the active fixed-network products for which you require further information.
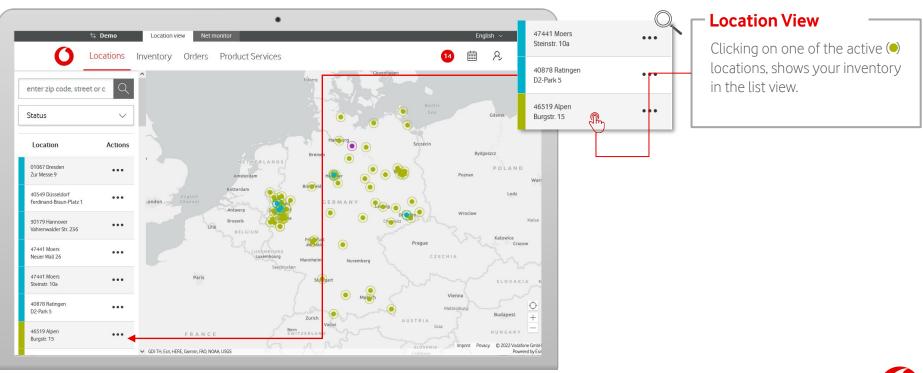
Show map

Clicking on "Show on map", the service monitor navigates to your selected location on the map.
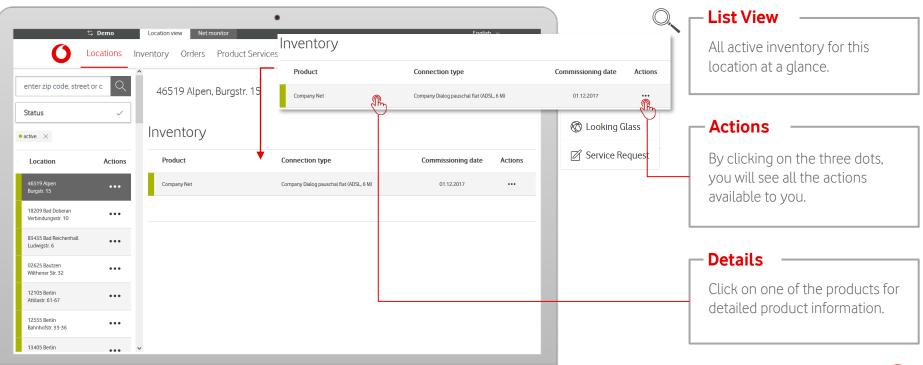
Locations – Active Inventory

Select the active fixed-network products for which you require further information.

Location View

Clicking on one of the active (●) locations, shows your inventory in the list view.

Locations – Active Inventory

Select a specific individual inventory to receive more info.

List View

All active inventory for this location at a glance.

Actions

By clicking on the three dots, you will see all the actions available to you.

Details

Click on one of the products for detailed product information.

Locations – Active Inventory
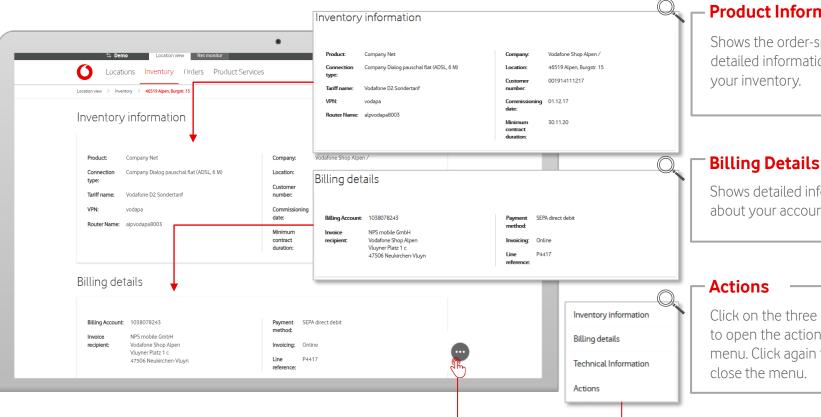
'Inventory Information' gives you a detailed overview of your inventory.

Product Information

Shows the order-specific detailed information about your inventory.
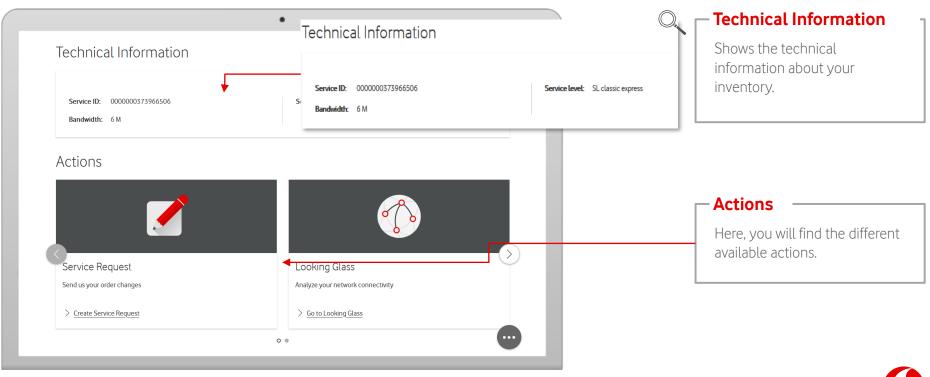
Billing Details

Shows detailed information about your account.

Actions

Click on the three dots to open the action menu. Click again to close the menu.

Locations – Active Inventory
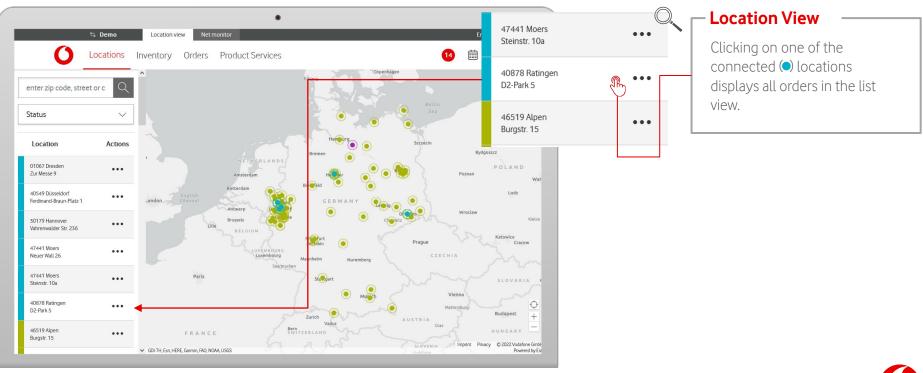
In the inventory information you get a detailed view of your respective inventory.

Technical Information

Service ID: 0000000373966506

Bandwidth: 6 M

Technical Information

Service ID: 0000000373966506   **Service level:** SL classic express

Bandwidth: 6 M

Actions

Service Request
Send us your order changes

> Create Service Request

Looking Glass
Analyze your network connectivity

> Go to Looking Glass

Technical Information

Shows the technical information about your inventory.

Actions

Here, you will find the different available actions.

Locations – Orders

Select specific locations with your orders to always be up-to-date on the current status of the connection.

Location View

Clicking on one of the connected (●) locations displays all orders in the list view.

Locations – Orders
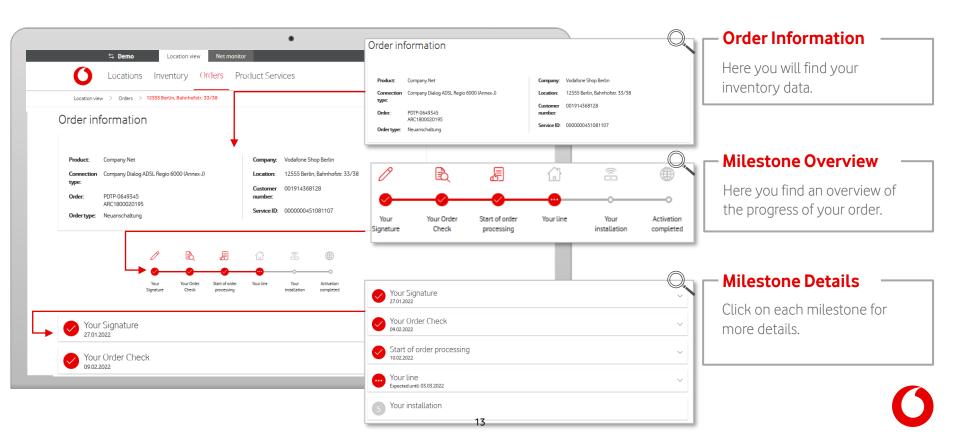
Select specific individual orders to get more information.

List View

This shows the inventory for this location..

Service Request

You can also contact us directly by clicking on "Service Request".

Details

Clicking on one of the orders will show you detailed information about your order.

Locations – Orders
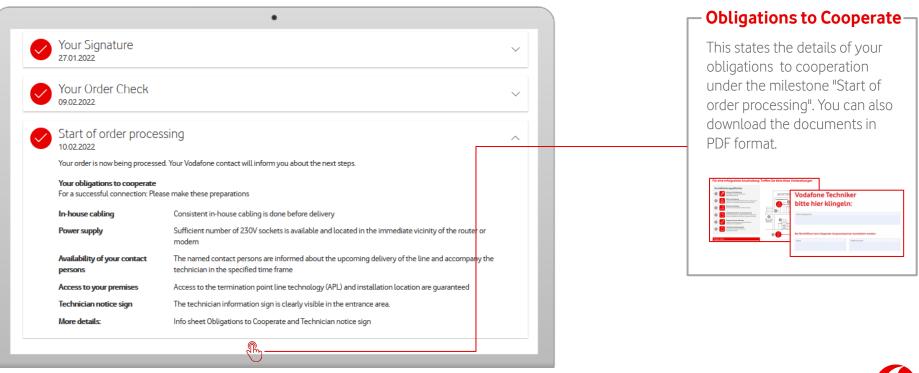
Order information provides a detailed view of your respective order.

Order Information

Here you will find your inventory data.

Milestone Overview

Here you find an overview of the progress of your order.

Milestone Details

Click on each milestone for more details.

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Locations – Orders
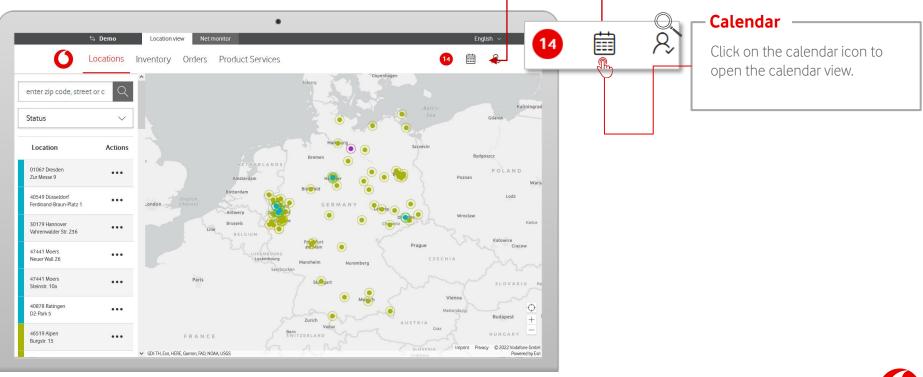
The order information also states your obligations to cooperate.

Your Signature
27.01.2022

Your Order Check
09.02.2022

Start of order processing
10.02.2022

Your order is now being processed. Your Vodafone contact will inform you about the next steps.

Your obligations to cooperate
For a successful connection: Please make these preparations

In-house cabling	Consistent in-house cabling is done before delivery
Power supply	Sufficient number of 230V sockets is available and located in the immediate vicinity of the router or modem
Availability of your contact persons	The named contact persons are informed about the upcoming delivery of the line and accompany the technician in the specified time frame
Access to your premises	Access to the termination point line technology (APL) and installation location are guaranteed
Technician notice sign	The technician information sign is clearly visible in the entrance area.
More details:	Info sheet Obligations to Cooperate and Technician notice sign

Obligations to Cooperate

This states the details of your obligations to cooperation under the milestone "Start of order processing". You can also download the documents in PDF format.

Calendar

You can find your calendar in the menu bar.

Calendar

Click on the calendar icon to open the calendar view.

Calendar
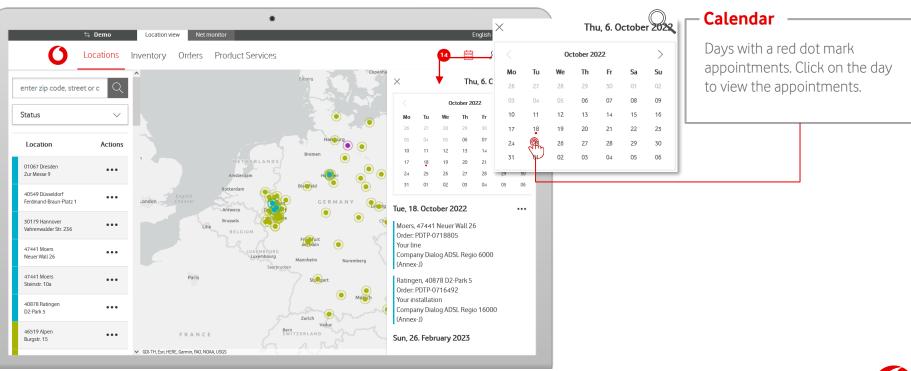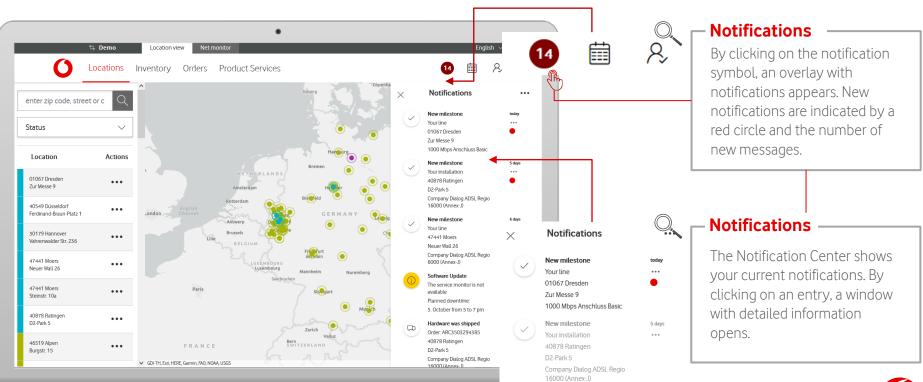
Calendar view shows your upcoming appointments.

Calendar

Days with a red dot mark appointments. Click on the day to view the appointments.

Notifications

Your notifications will be shown in the menu bar.
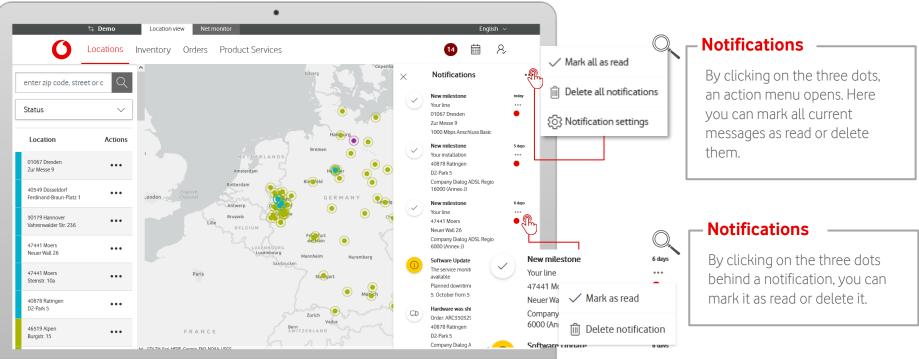
Notifications

By clicking on the notification symbol, an overlay with notifications appears. New notifications are indicated by a red circle and the number of new messages.

Notifications

The Notification Center shows your current notifications. By clicking on an entry, a window with detailed information opens.

Notifications
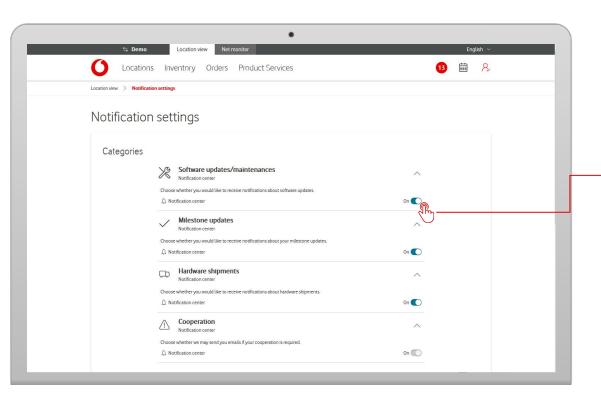
The Notification Center shows all received notifications.

Notifications

By clicking on the three dots, an action menu opens. Here you can mark all current messages as read or delete them.

Notifications

By clicking on the three dots behind a notification, you can mark it as read or delete it.

Notification Settings

Notification Settings allow you to personalize your notifications.

Notification Settings
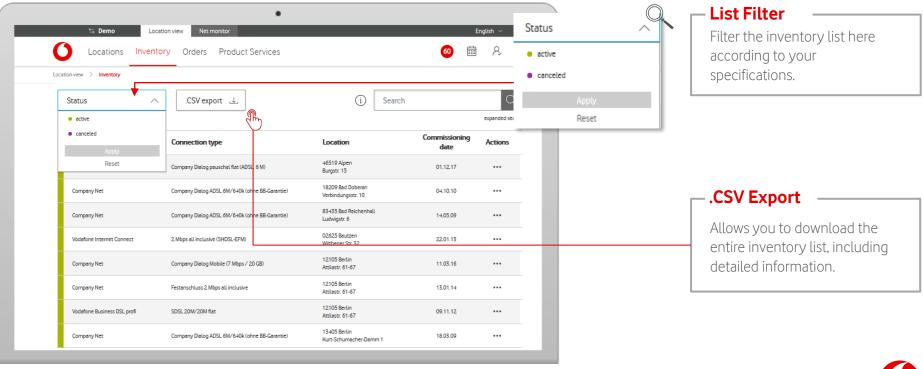
By clicking the slide button, you enable or disable notifications for the selected category.

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Inventory

Inventory shows an overview of all active fixed network products at your locations. For more information, select individual products.

List Filter

Filter the inventory list here according to your specifications.

.CSV Export

Allows you to download the entire inventory list, including detailed information.

Inventory

Inventory shows an overview of all active fixed network products at your locations. For more information, select individual products.

List Search

Searches the inventory list according to your specifications. For more detailed information about the search and the search criteria, hover over the i-symbol.

Expanded Search

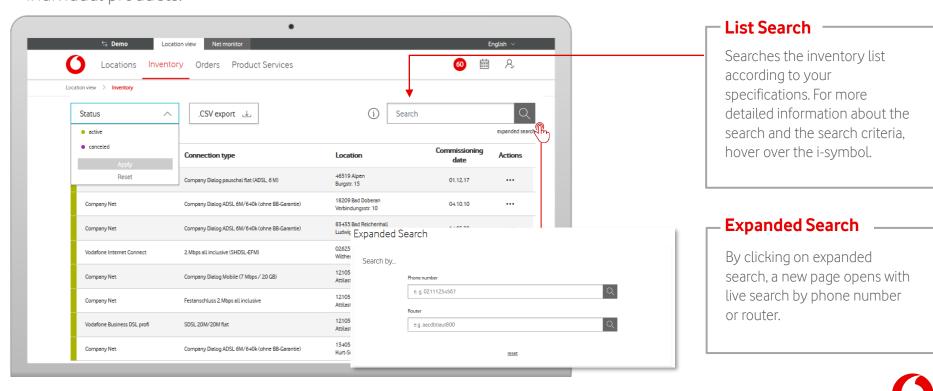By clicking on expanded search, a new page opens with live search by phone number or router.

Inventory

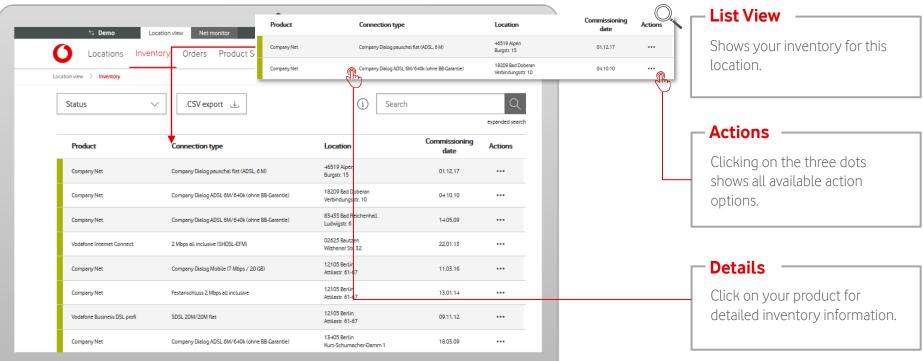Inventory shows an overview of all active fixed network products at your locations. For more information, select individual products.

List View
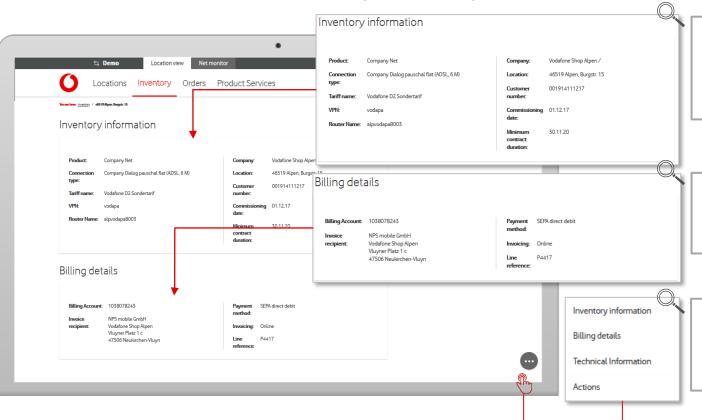
Shows your inventory for this location.

Actions

Clicking on the three dots shows all available action options.

Details

Click on your product for detailed inventory information.

Inventory

The detail view shows all information about your inventory services.

Inventory information

Product:	Company Net	Company:	Vodafone Shop Alpen /
Connection type:	Company Dialog pauschal flat (ADSL, 6 M)	Location:	46519 Alpen, Burgstr. 15
Tariff name:	Vodafone D2 Sondertarif	Customer number:	001914111217
VPN:	vodapa	Commissioning date:	01.12.17
Router Name:	alpvodapa8003	Minimum contract duration:	30.11.20

Billing details

Billing Account:	1038078243	Payment method:	SEPA direct debit
Invoice recipient:	NPS mobile GmbH Vodafone Shop Alpen Vluyner Platz 1 c 47506 Neukirchen-Vluyn	Invoicing:	Online
		Line reference:	P4417

Product Information

Shows the product-specific detailed information about your inventory.

Account Details
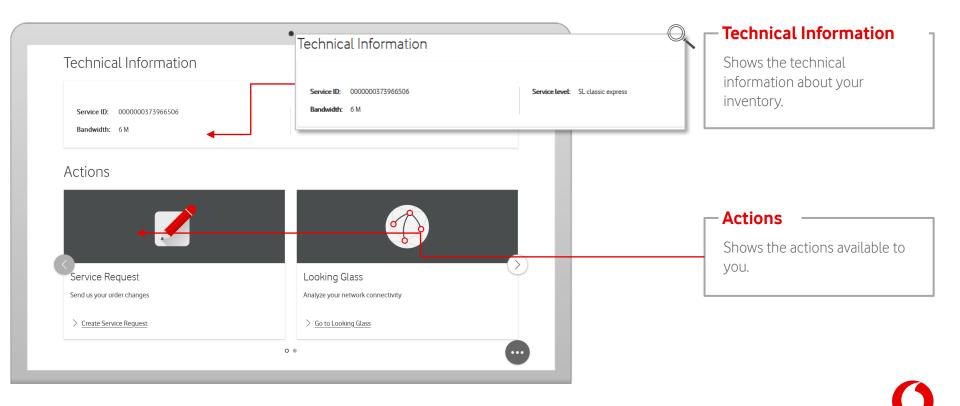
Shows the detailed information about your account.

Actions

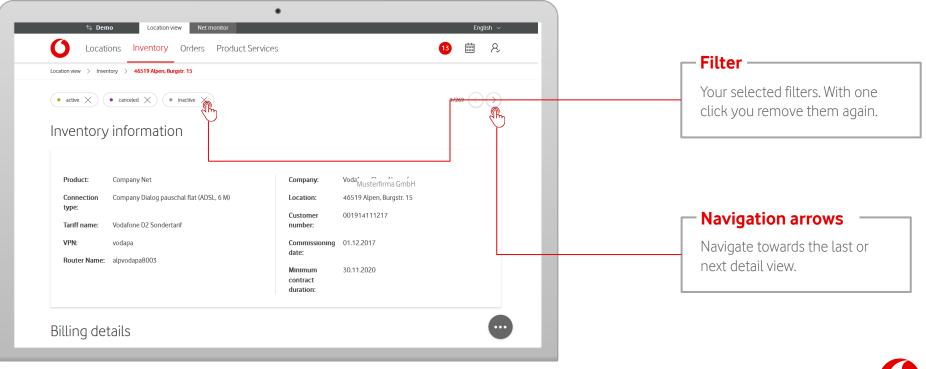Click on the three dots to open the action menu. Click again to close the menu.

Inventory information

Billing details

Technical Information

Actions

Inventory

In the detail view, you get info about your inventory services and can call up individual actions.

Technical Information

Service ID:	0000000373966506
Bandwidth:	6 M

Technical Information

Service ID:	0000000373966506	Service level:	SL classic express
Bandwidth:	6 M		

Technical Information

Shows the technical information about your inventory.

Actions

Service Request

Send us your order changes

> Create Service Request

Looking Glass

Analyze your network connectivity

> Go to Looking Glass

Actions

Shows the actions available to you.

Inventory

In the detail view you can cycle through your inventory services.

Filter

Your selected filters. With one click you remove them again.

Navigation arrows

Navigate towards the last or next detail view.
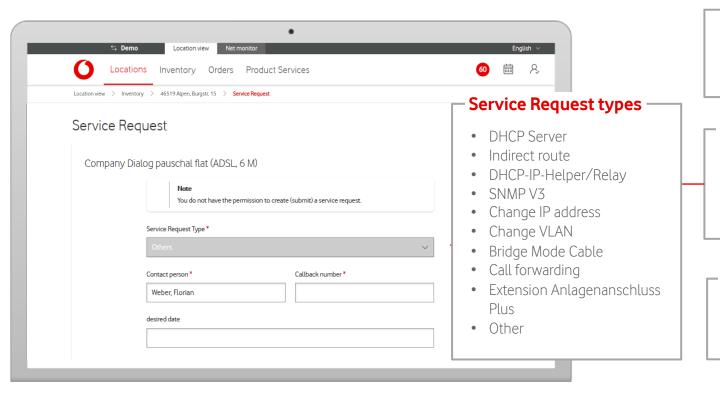
Inventory – Service Request

Via Service Request, contact us directly if you have a question or concern.

Info

Depending on your contract, charges may apply for a service request.

Service Request types

- DHCP Server
- Indirect route
- DHCP-IP-Helper/Relay
- SNMP V3
- Change IP address
- Change VLAN
- Bridge Mode Cable
- Call forwarding
- Extension Anlagenanschluss Plus
- Other

Service Request

Select the appropriate option from various service request types. Request types can be product-dependent.

Form Fields

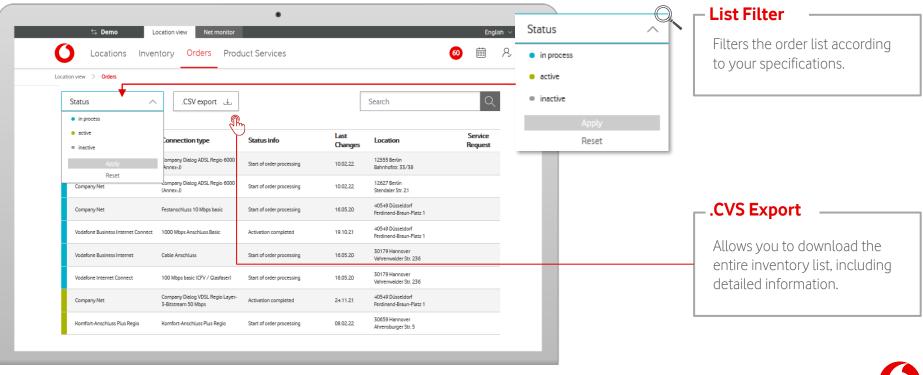Fill in the required fields to submit the form.

Orders

Orders shows an overview of all products that are connected at your location. For more information, select individual orders.

List Filter

Filters the order list according to your specifications.

.CVS Export

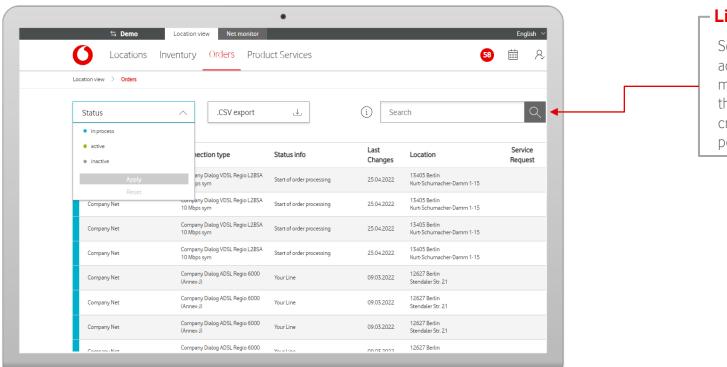Allows you to download the entire inventory list, including detailed information.

Orders

Orders shows an overview of all products that are connected at your location. For more information, select individual orders.
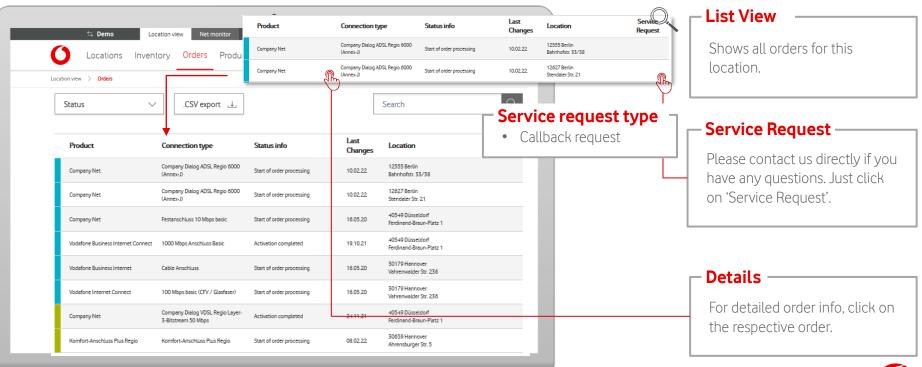
List-Search

Search through the order list according to your wishes. For more detailed information on the search and the search criteria, move the mouse pointer over the i symbol
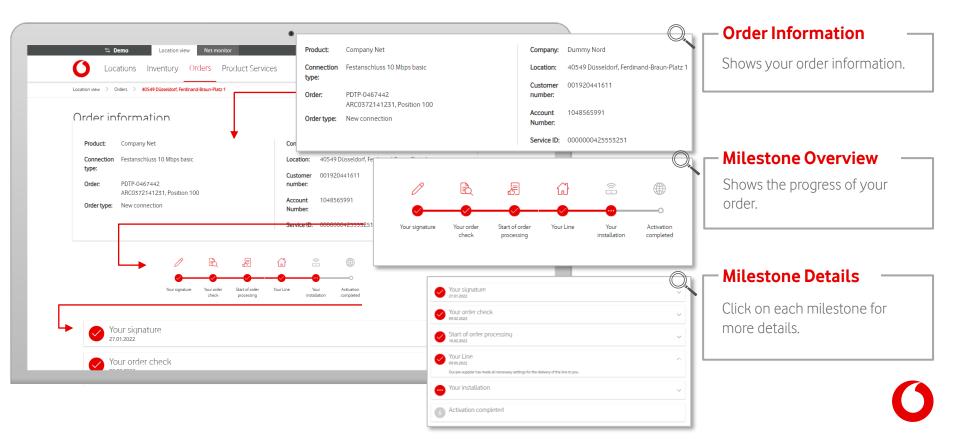
Orders

Orders shows an overview of all products that are connected at your location. For more information, select individual orders.

List View

Shows all orders for this location.

Service request type
- Callback request

Service Request

Please contact us directly if you have any questions. Just click on 'Service Request'.

Details

For detailed order info, click on the respective order.

Orders
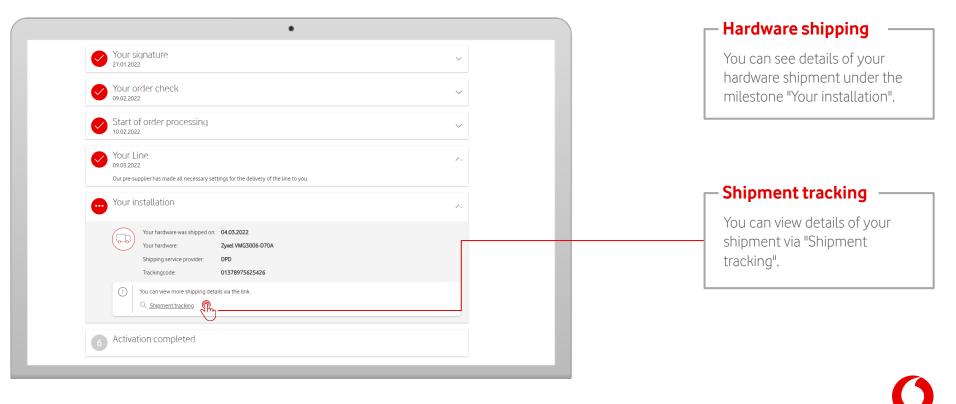
Order Information shows a detailed view of your respective order.

Order Information

Shows your order information.

Milestone Overview

Shows the progress of your order.

Milestone Details

Click on each milestone for more details.

Orders
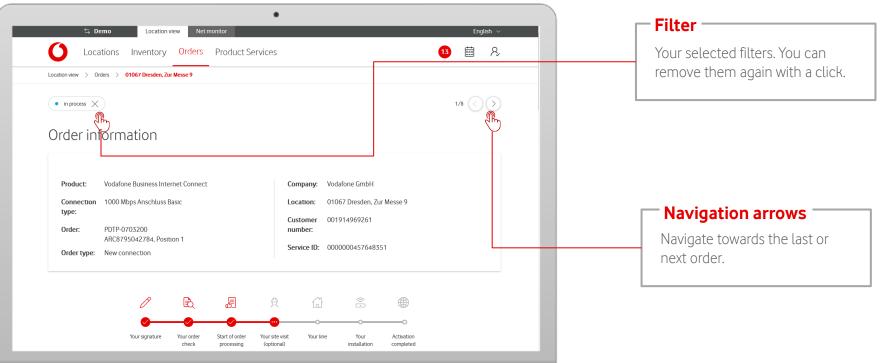
Order information also shows your obligations to cooperate or hardware shipping.

Your signature
27.01.2022

Your order check
09.02.2022

Start of order processing
10.02.2022

Your Line
09.03.2022
Our pre-supplier has made all necessary settings for the delivery of the line to you.

Your installation

Your hardware was shipped on: 04.03.2022
Your hardware: Zyxel VMG3006-D70A
Shipping service provider: DPD
Trackingcode: 01378975625426

You can view more shipping details via the link.
Shipment tracking

6   Activation completed

Hardware shipping

You can see details of your hardware shipment under the milestone "Your installation".

Shipment tracking

You can view details of your shipment via "Shipment tracking".

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Orders

In the detail view you can cycle through your orders.

Filter

Your selected filters. You can remove them again with a click.

Navigation arrows

Navigate towards the last or next order.

Product Services
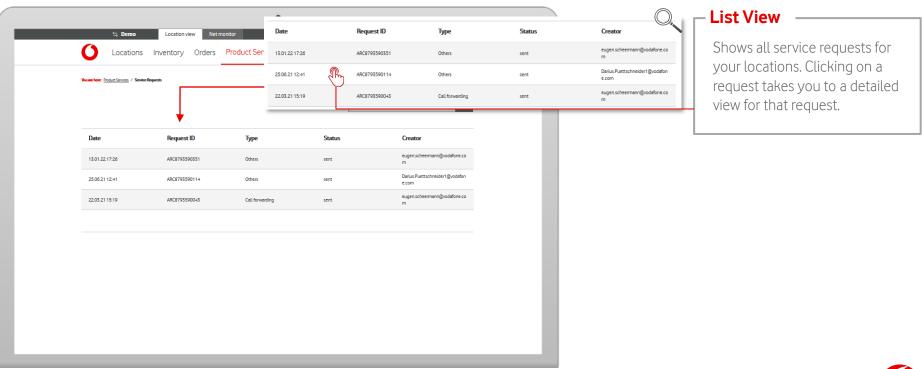
Product Services shows an overview of your service requests and reported tickets.

Service Request

Click here to go to the Service Request overview.

Tickets

See your tickets here.

Product Services - Service Requests

If you have submitted service requests to us, you will find an overview for all locations here.

List View

Shows all service requests for your locations. Clicking on a request takes you to a detailed view for that request.

Date	Request ID	Type	Status	Creator
13.01.22 17:26	ARC8793590351	Others	sent	eugen.scheermann@vodafone.com
25.06.21 12:41	ARC8793590114	Others	sent	Darius.Puettschneider1@vodafone.com
22.03.21 15:19	ARC8793590043	Call forwarding	sent	eugen.scheermann@vodafone.com

Product Services - Service Requests

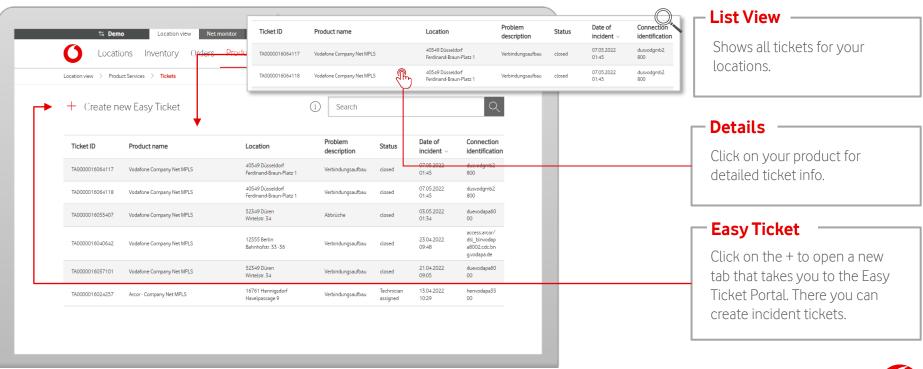If you have submitted service requests to us, you will find an overview for all locations here.

Request Overview

Shows all available information about submitted service request.

Product Services – Tickets

An overview of all disruption tickets you have submitted.

List View

Shows all tickets for your locations.

Details

Click on your product for detailed ticket info.

Easy Ticket

Click on the + to open a new tab that takes you to the Easy Ticket Portal. There you can create incident tickets.

Product Services – Tickets
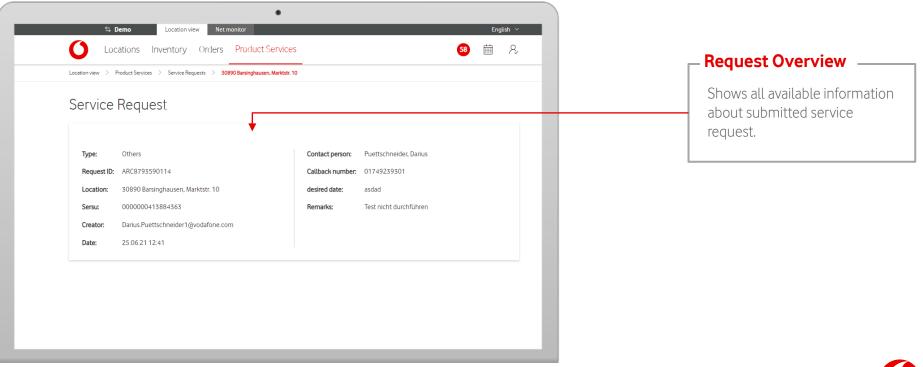
An overview of all disruption tickets you have submitted.

Ticket Information

Here you can find all details about your ticket.

Incident Tracker

Use the incident tracker to track the status of your ticket.
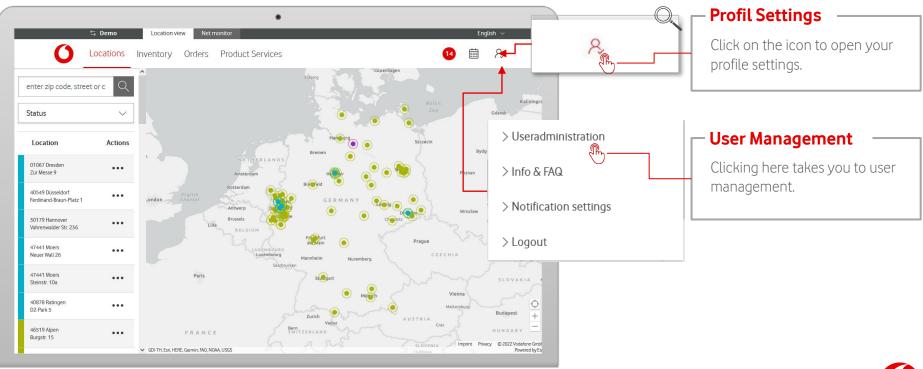
User Management
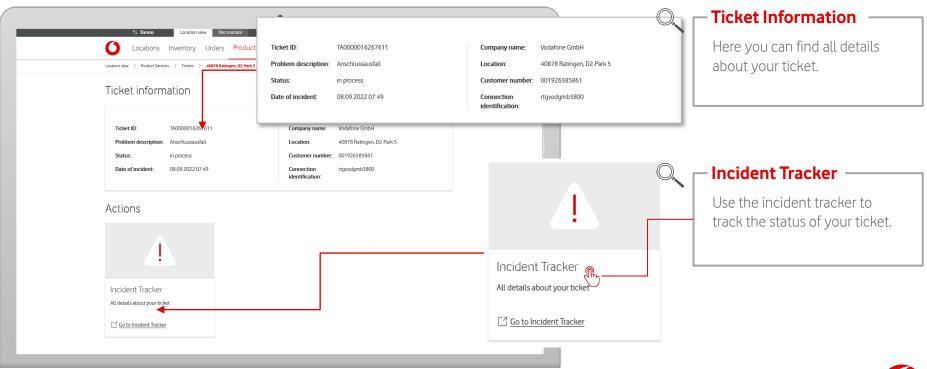
Notice:

The following slides show the options menu of a user with admin rights.

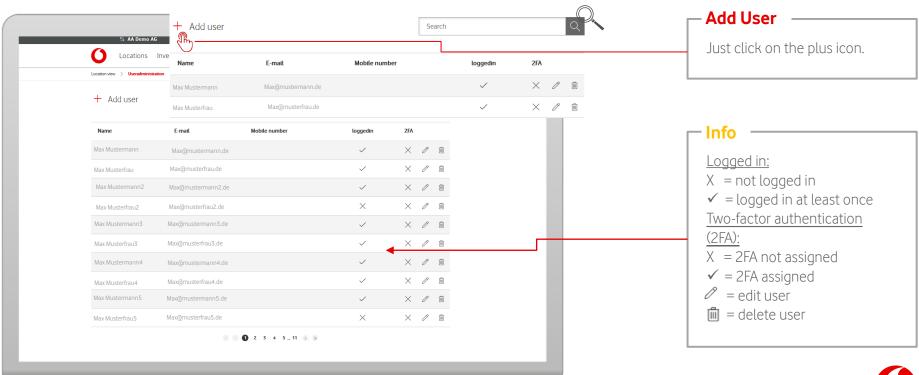In this chapter you will learn how to add, edit and delete users.

User Management

In the profile settings you can manage your users.

Profil Settings

Click on the icon to open your profile settings.

User Management

Clicking here takes you to user management.

User Management - Add User

Add new users to your organization.

Add User

Just click on the plus icon.

Info

Logged in:
X = not logged in
✓ = logged in at least once
Two-factor authentication (2FA):
X = 2FA not assigned
✓ = 2FA assigned
✎ = edit user
🗑 = delete user

User Management - Add User

Add new users to your organization.

2FA

Assign 2FA to the user.

Locations

Here you can assign groups of customer numbers to users. The user sees all locations for these customer numbers.

Admin Rights

This is where you set up admin rights for your user.

Please note: An added user with admin rights can only add further users for his unlocked customer numbers.

User Management - Add User

Add new users to your organization.

Edit User

By clicking on the pencil icon, you can edit the user.

Delete User

By clicking on the trash icon, you can delete the user.

User Management - Edit User

Edit users of your organization.

2FA

Assign 2FA to the user.

Organization Units

You can assign groups of customer numbers to users. The user sees all locations for these customer numbers.

Admin Rights

This is where you set up admin rights for your user.

Please note: An added user with admin rights can only add further users for his unlocked customer numbers.

Change Customer
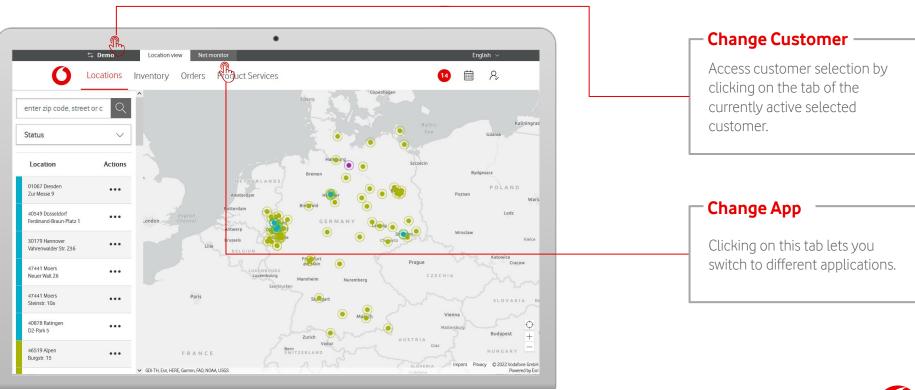
Use a precise search to specifically narrow down the selection of locations.

Change Customer

Access customer selection by clicking on the tab of the currently active selected customer.

Change App

Clicking on this tab lets you switch to different applications.

Change Customer

Do you have access to multiple customers? Clicking on the customer name in the top line lets you switch to the view of another customer.

Change customer

demo

○ AA Demo AG

○ AA1 Demo

○ AA2 Demo

○ Demo

○ Demo Bestellcenter

○ Demo BICAB

1 2

Select

Change Customer

In the search bar, browse the customer list and select your customer from the list.

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