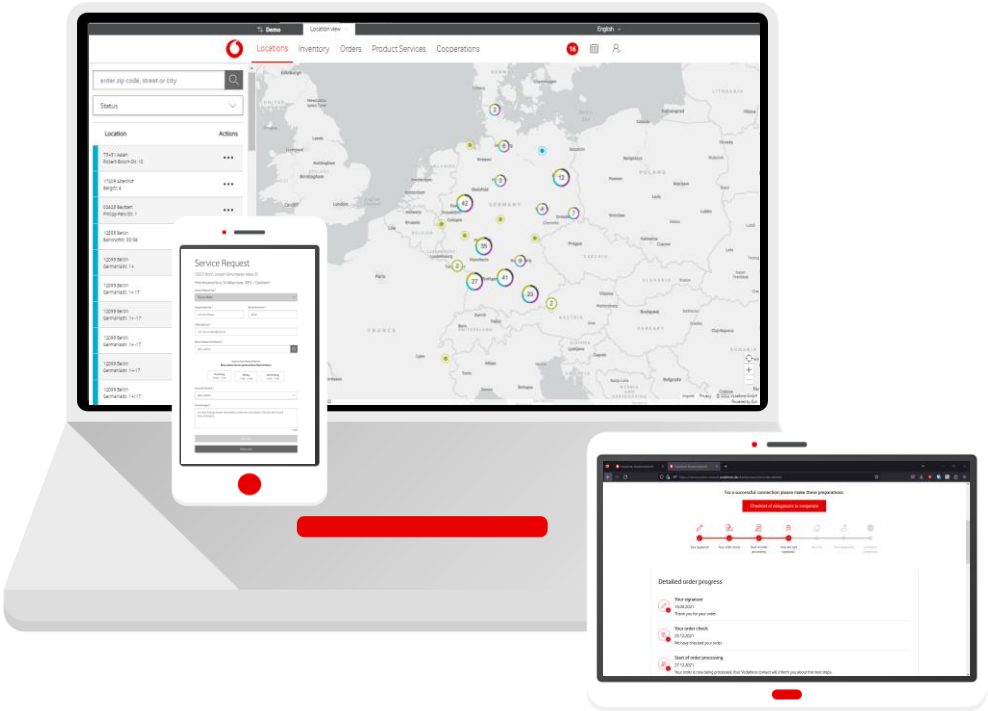
Manual



Service Monitor

in “Firmenkundenportal”

CONTENT

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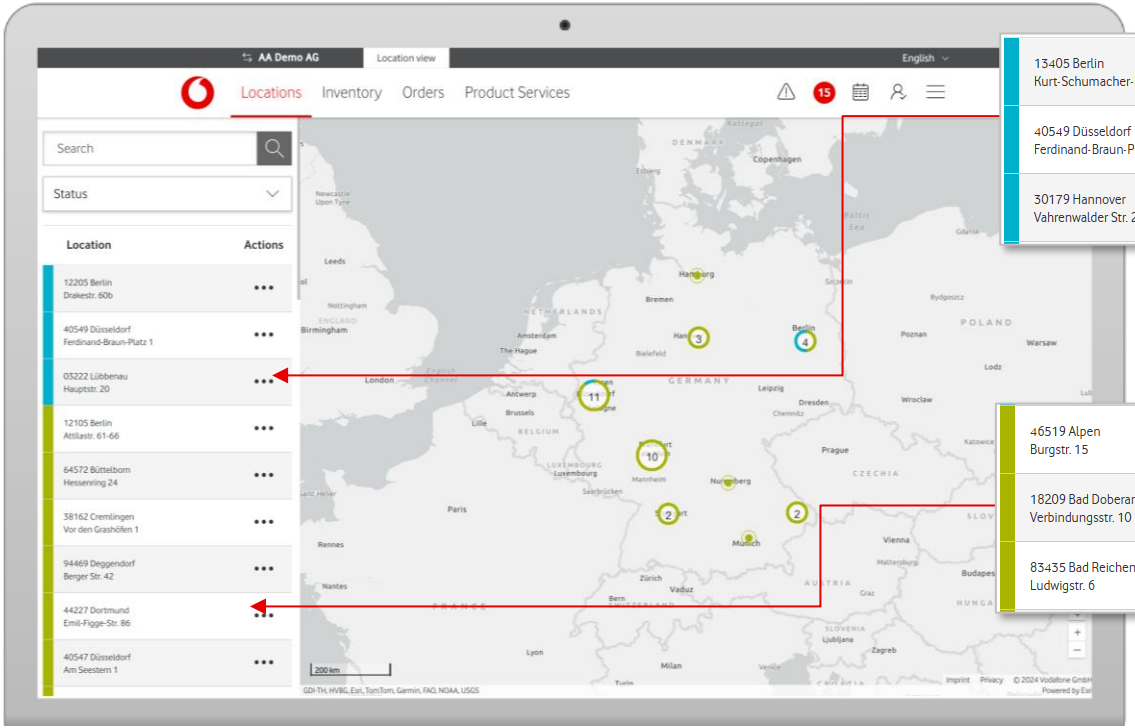
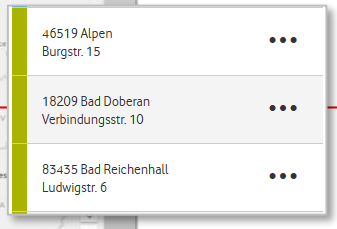
Locations

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.

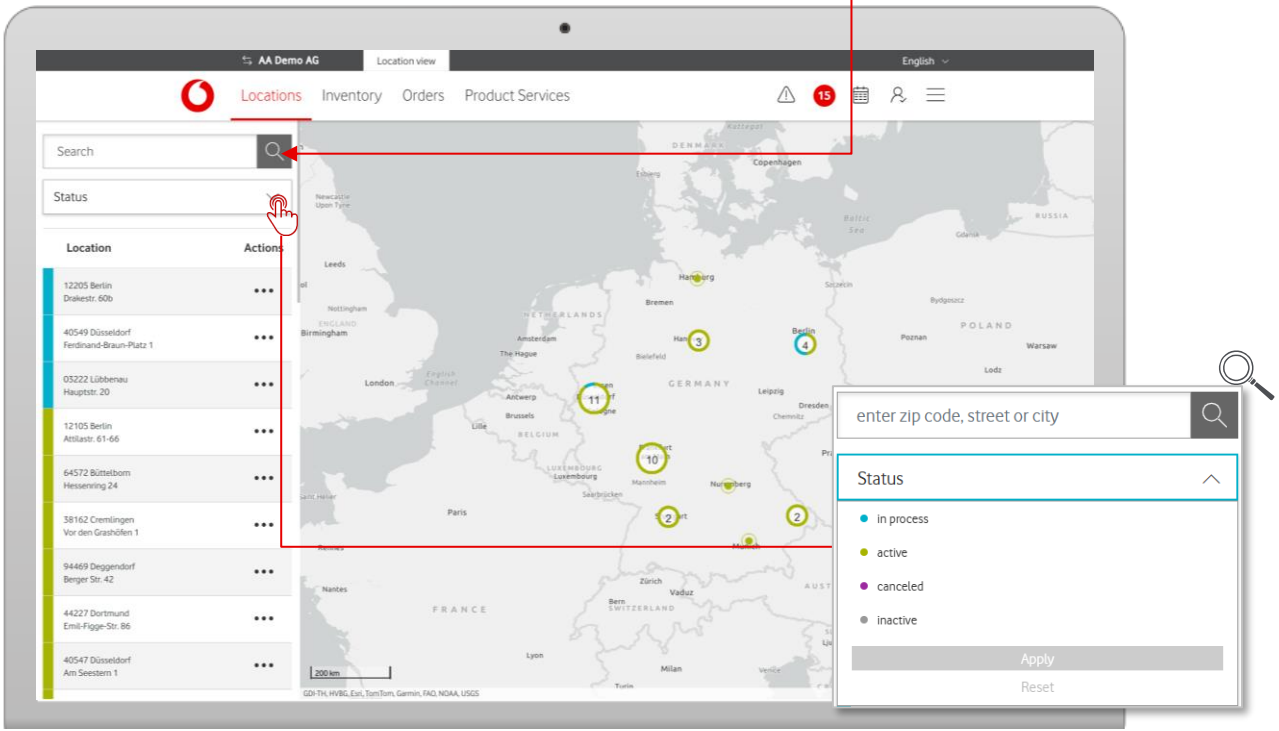


Location View

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

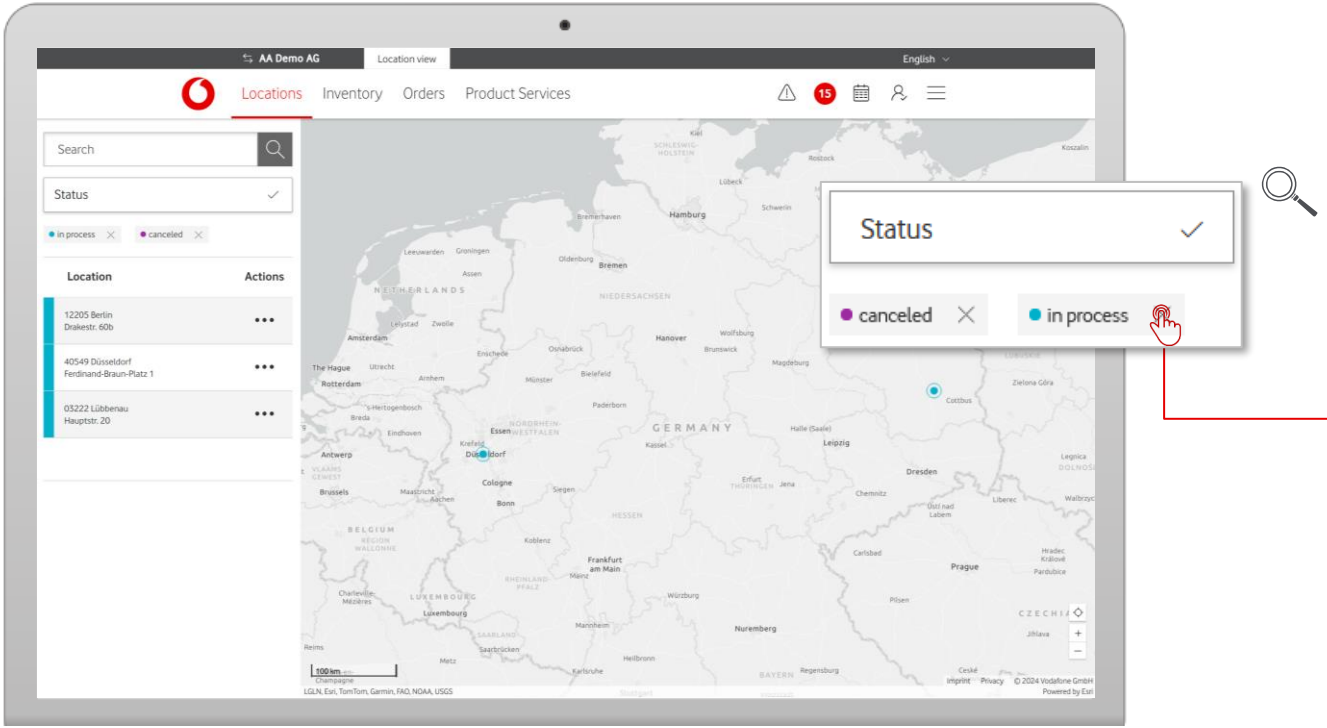
Search for your locations here. Possible search criteria are: ZIP code, city, street, house number.

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.

Locations – Filter

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



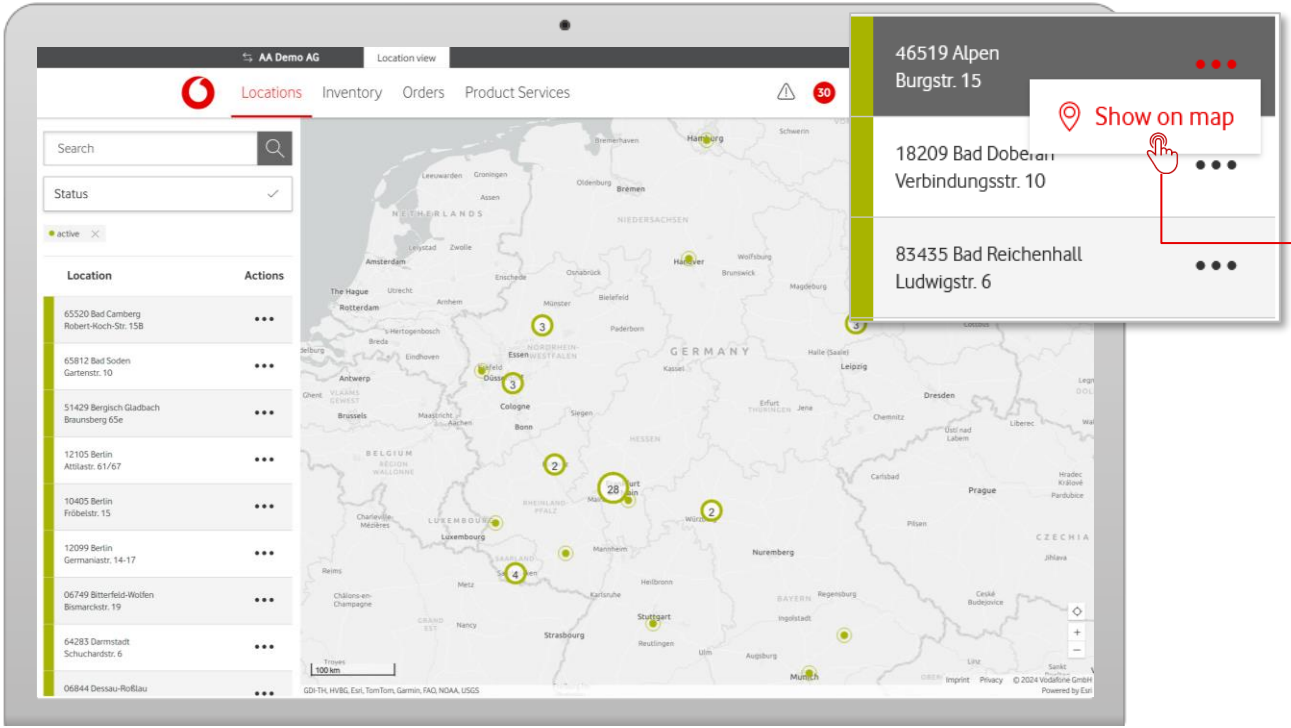
Location Filter

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

Locations – Navigation

Locations Inventory Orders Product Services

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



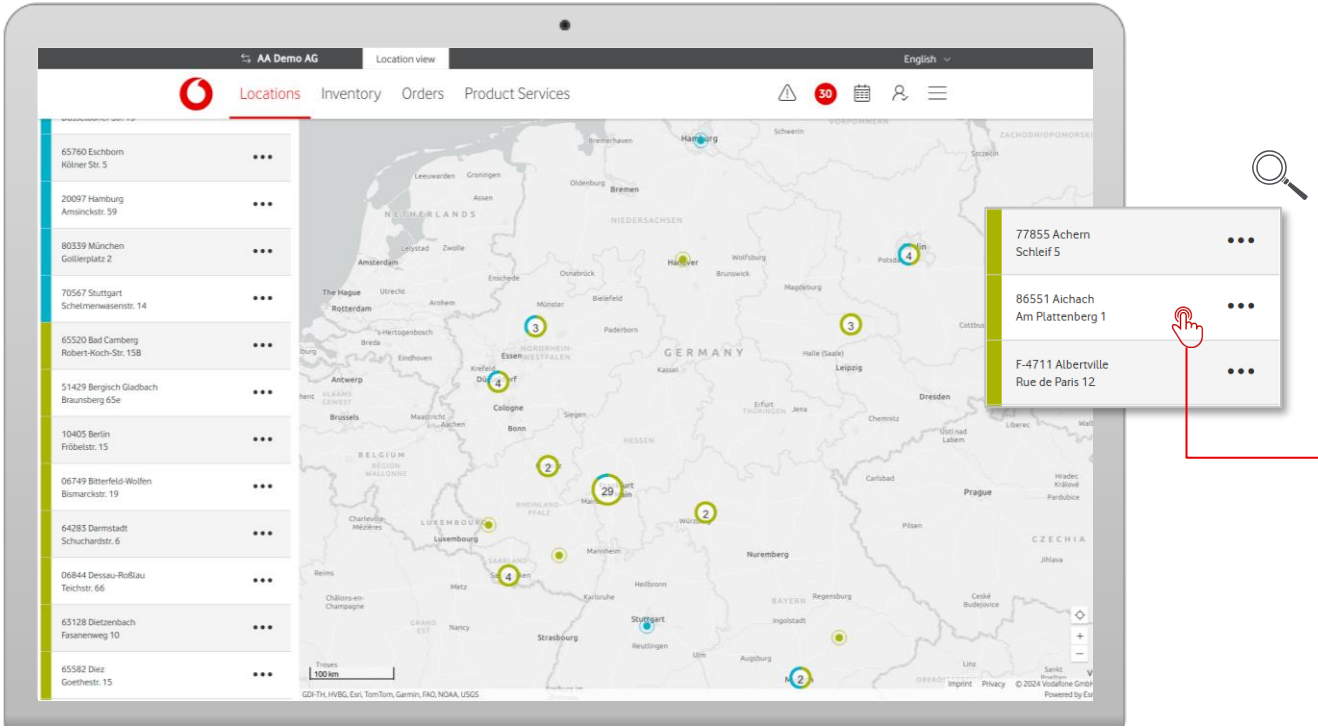
Show map

Clicking on "Show on map", the service monitor navigates to your selected location on the map.

Locations – Active Inventory

Locations Inventory Orders Product Services

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

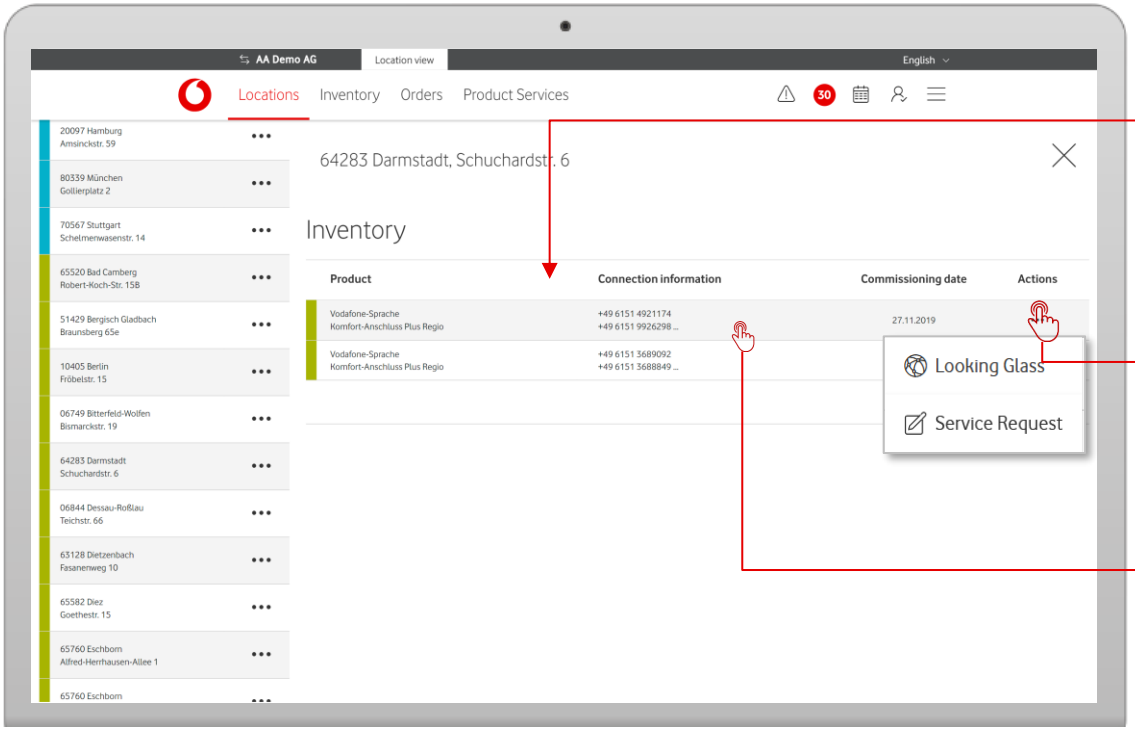


Location View

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.

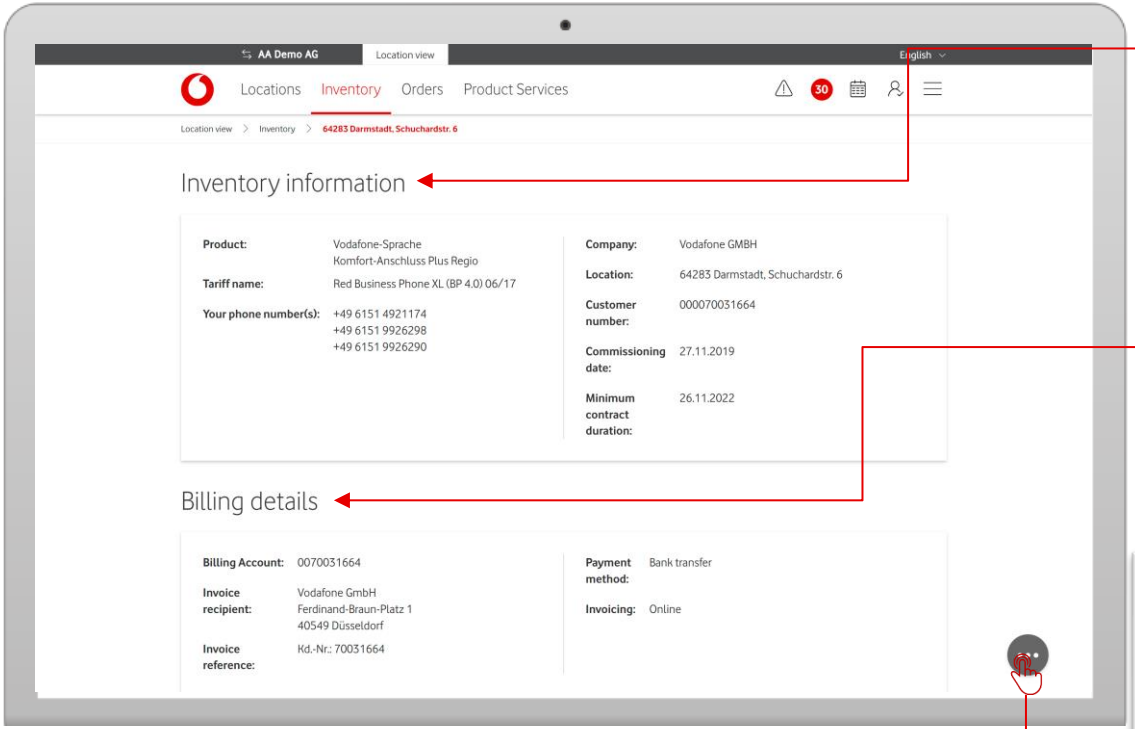
Details

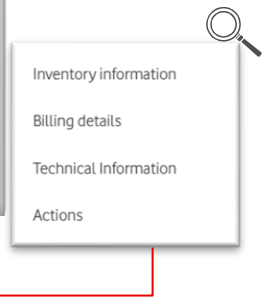
Click on one of the products for detailed product information.

Locations – Active Inventory

Locations Inventory Orders Product Services

‘Inventory Information’ gives you a detailed overview of your inventory.





Product Information

Shows the order-specific detailed information about your inventory.

Billing Details

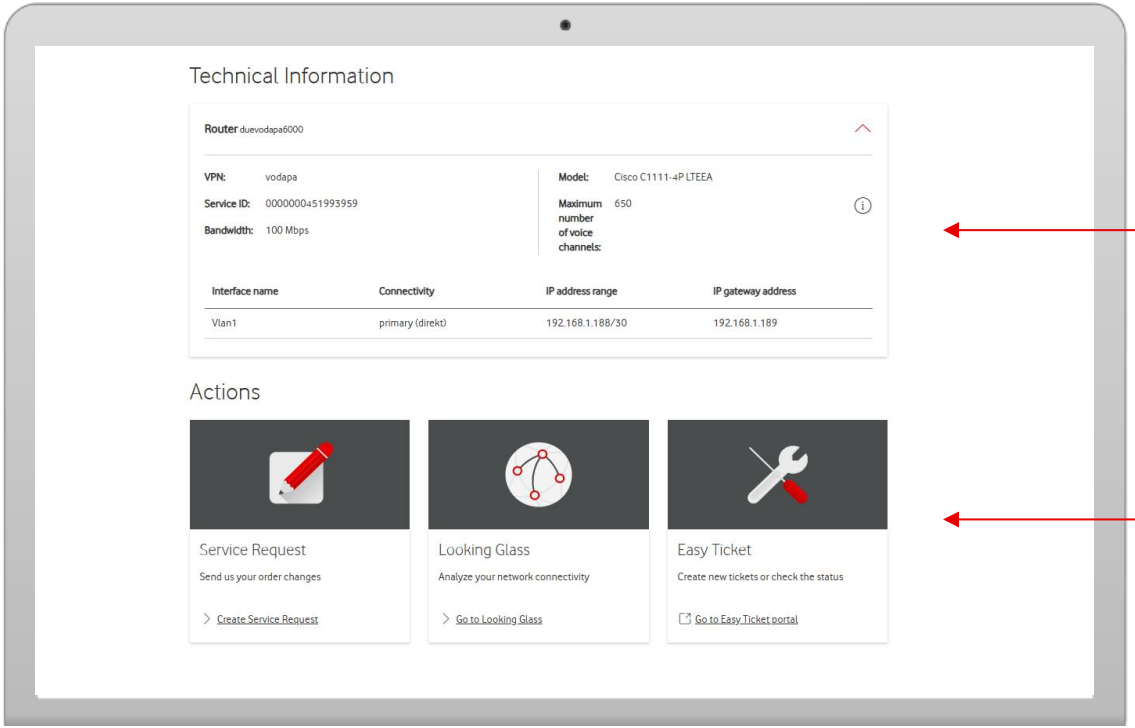
Shows detailed information about your account.

Navigation

Click on the three dots to open the navigation 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

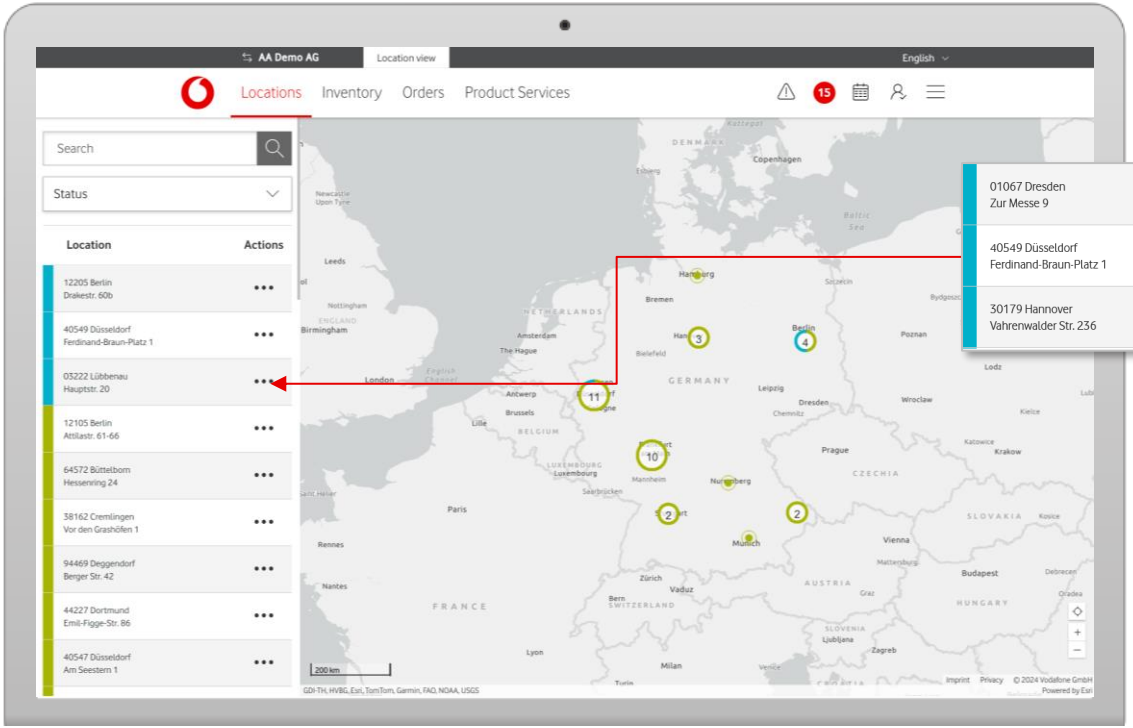
Shows the technical information about your inventory.

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.

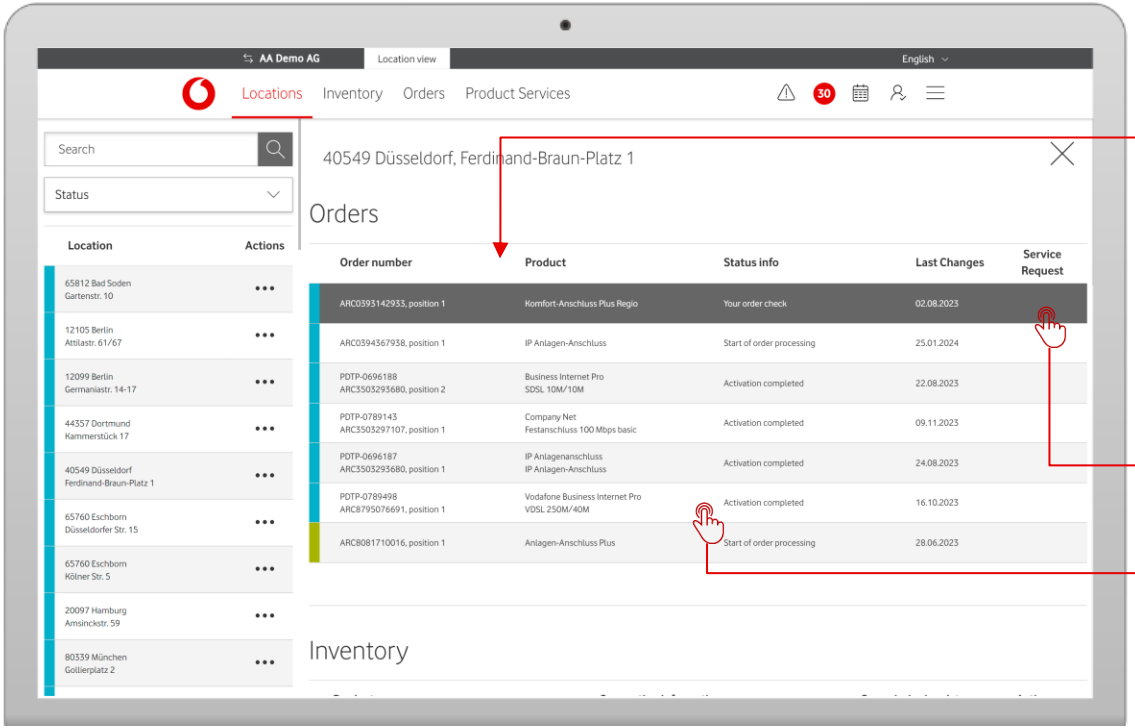


Location View

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

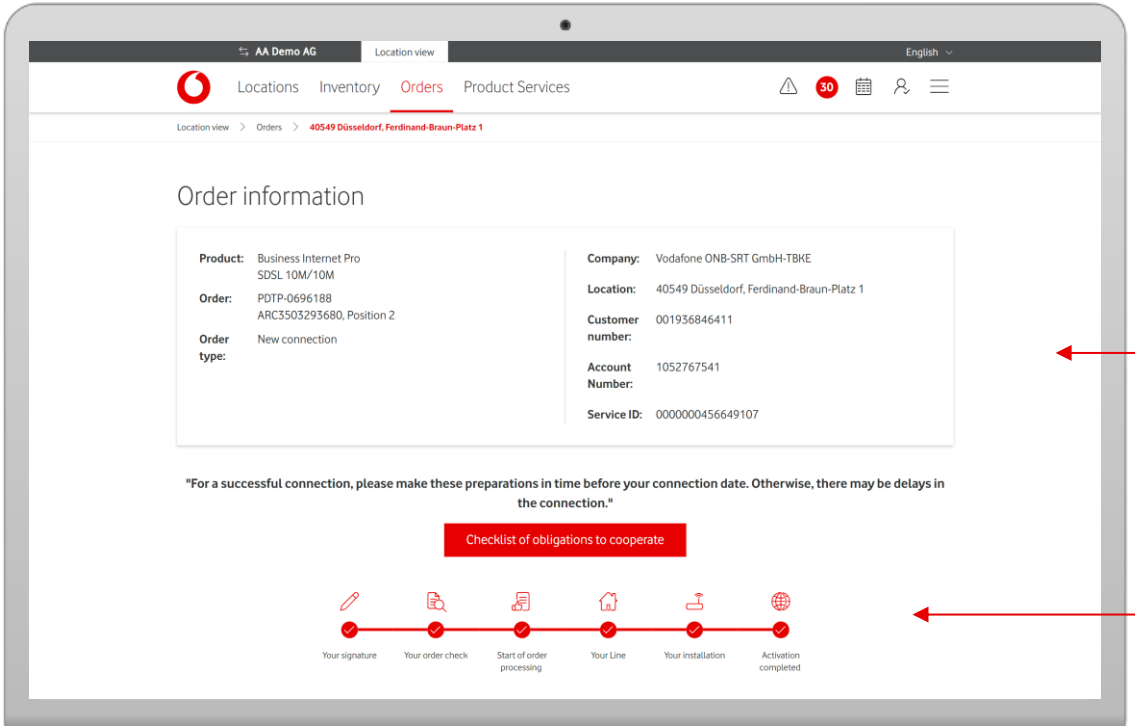
You can also contact us directly by clicking on "Service Request".

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.

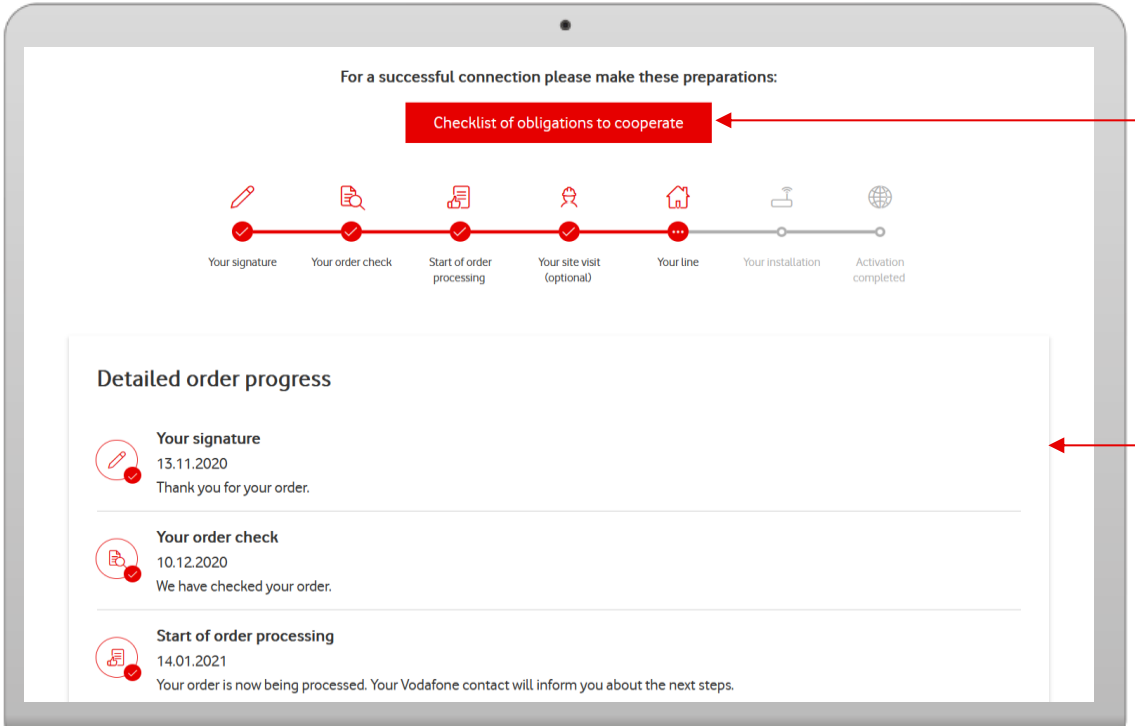
Milestone Overview

The progress of your order appears in this overview.

Locations – Orders

Locations | Inventory | Orders | Product Services

Order information provides a detailed view of your respective order.



Order Information

Jump to your obligations to see in which manner you need to cooperate for us to process your order.

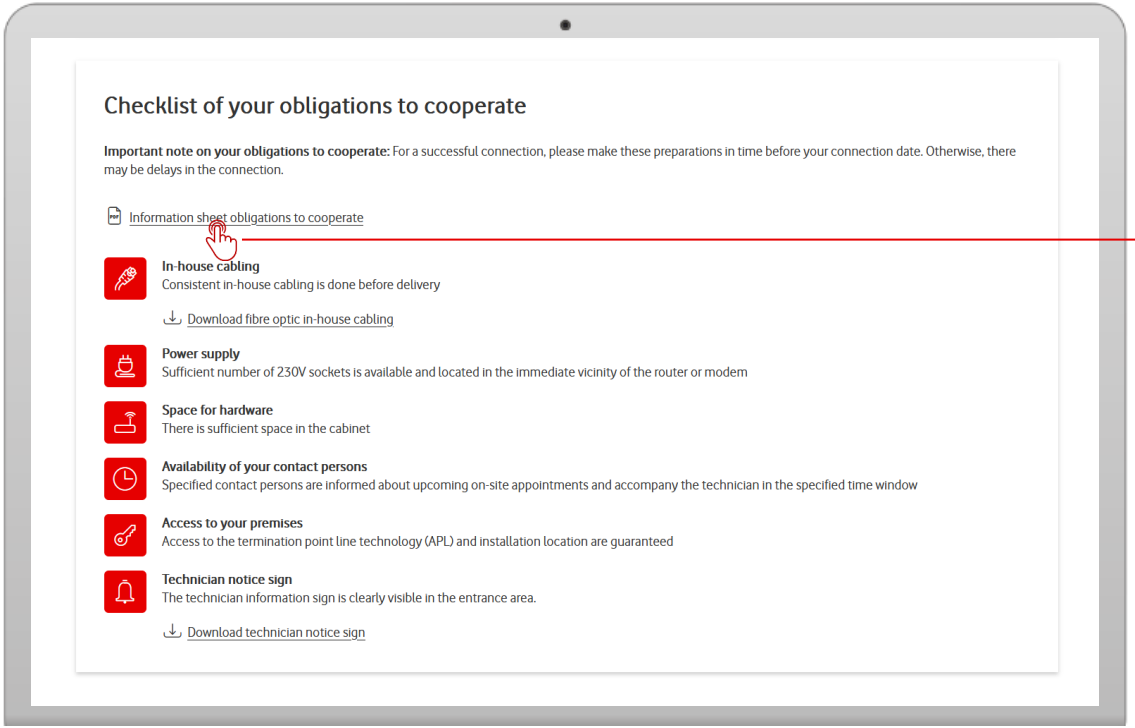
Milestone Details

These Details provide more granular information pertaining to your milestones.

Locations – Orders

Locations | Inventory | Orders | Product Services

The order information also states your obligations to cooperate.

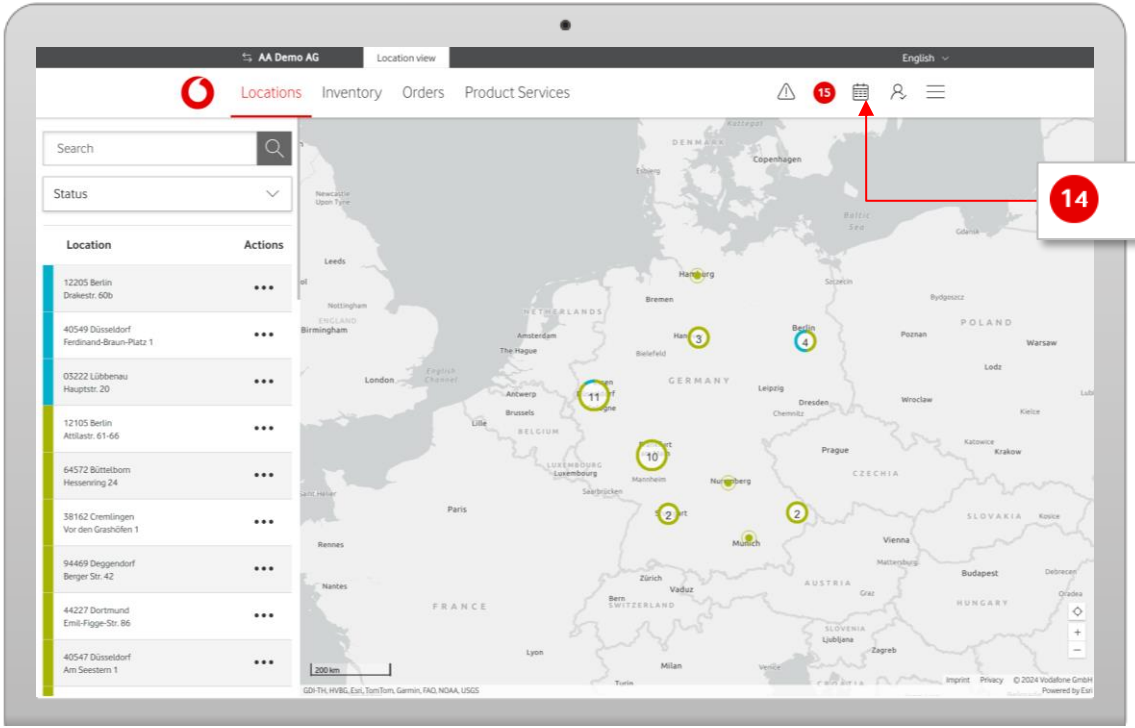


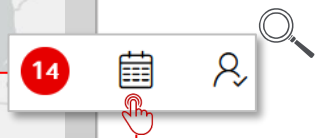
Obligations to Cooperate

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.



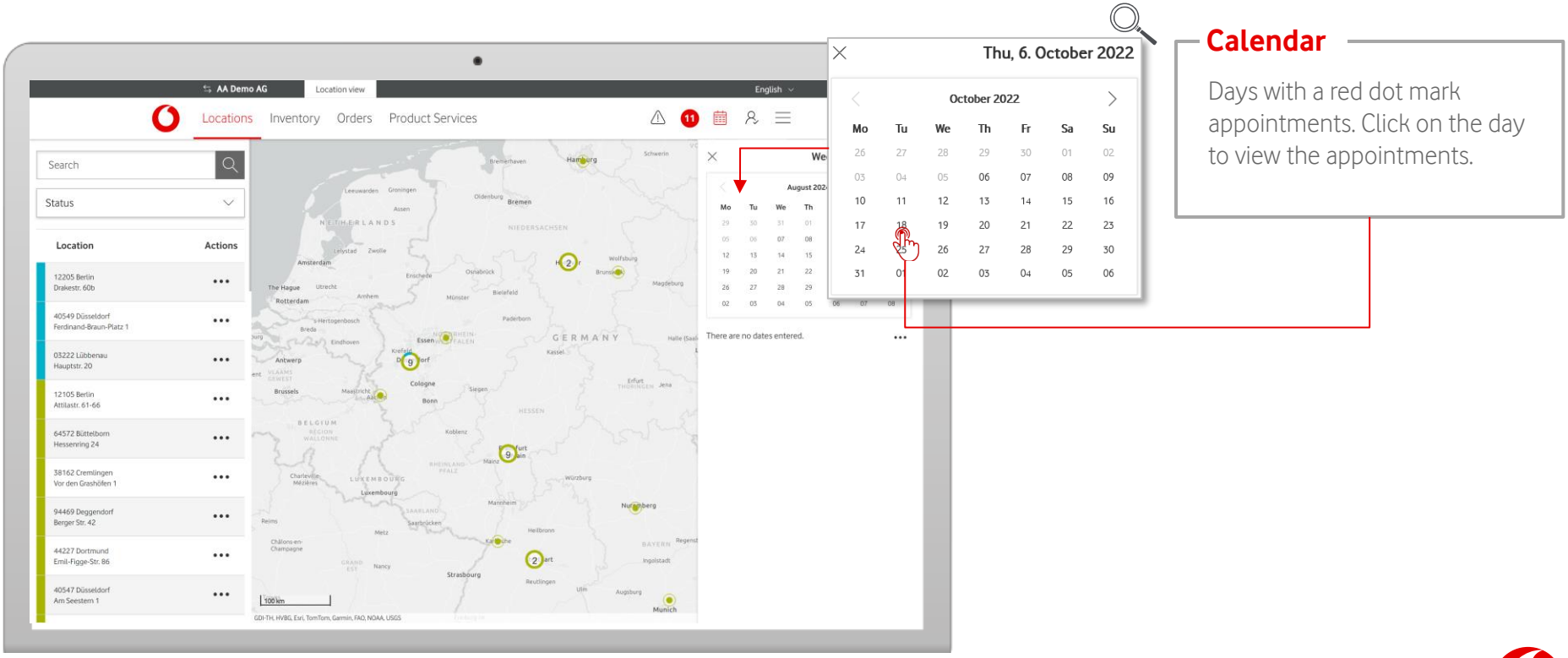


Calendar

Click on the calendar icon to open the calendar view.

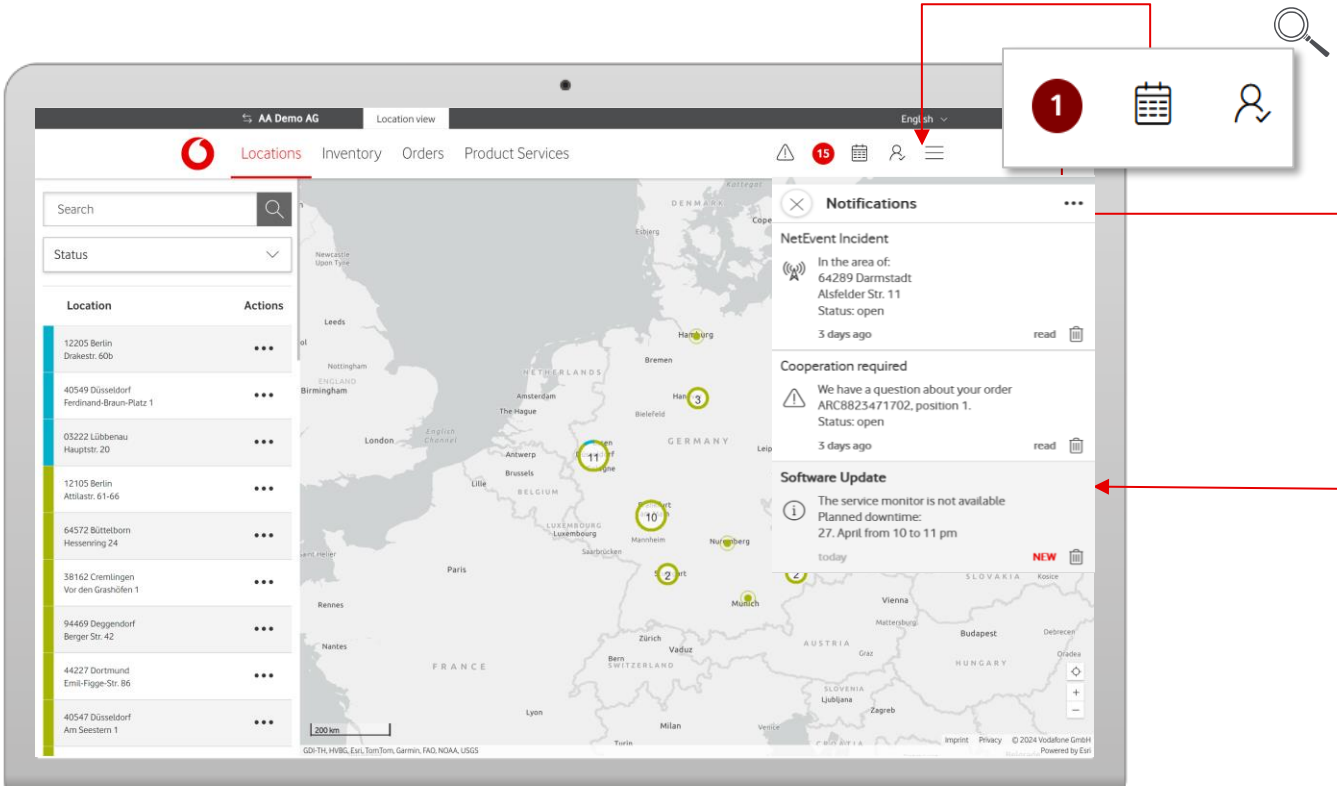
Calendar

Calendar view shows your upcoming appointments.



Notifications

Your notifications will be shown in the menu bar.



Notifications

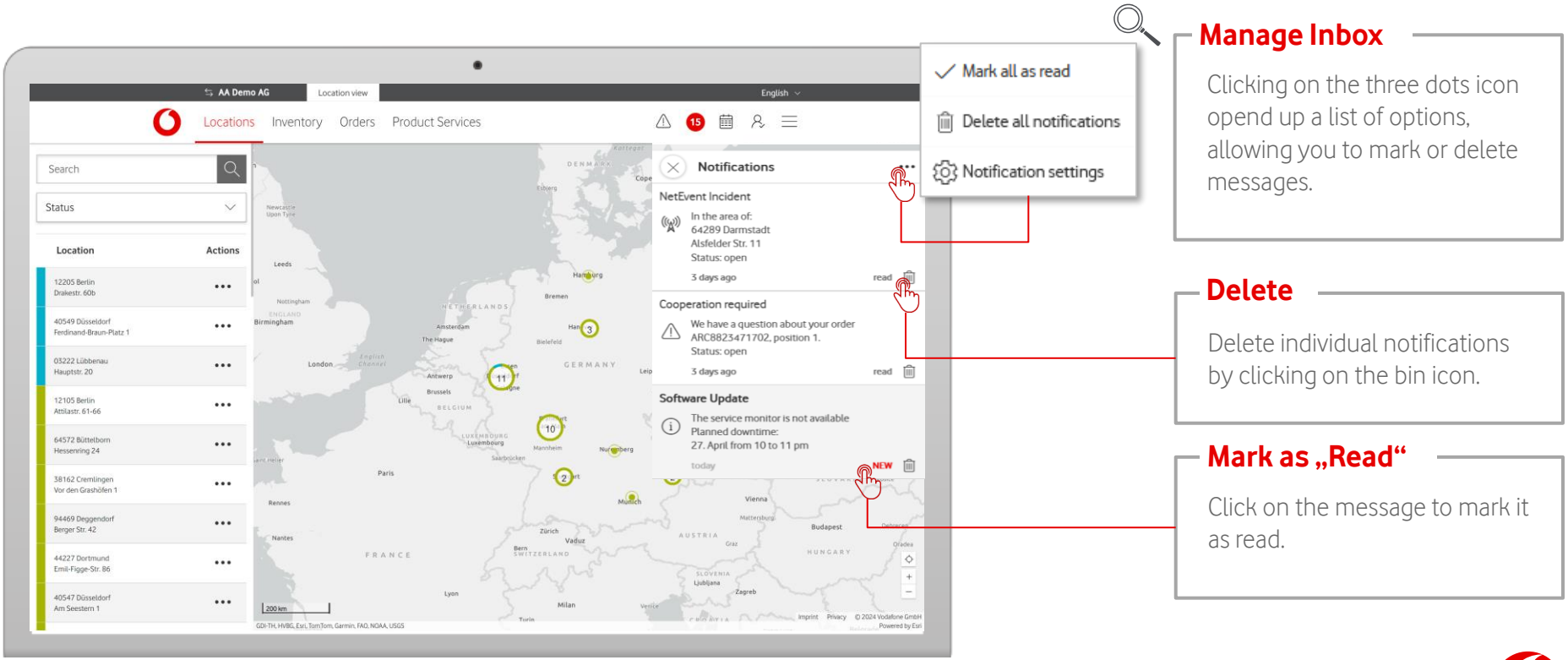
By clicking on the notification symbol, an overlay with notifications appears. New notifications are indicated by a red circle and the number of new messages.

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.



Manage Inbox

Clicking on the three dots icon opend up a list of options, allowing you to mark or delete messages.

Delete

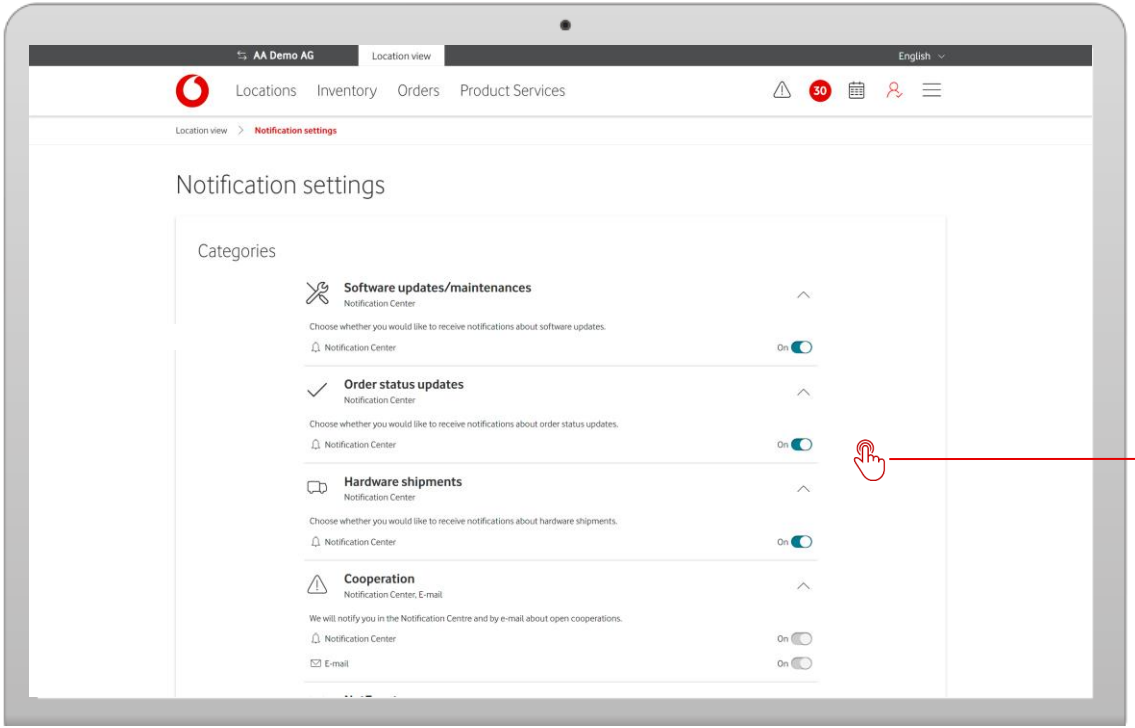
Delete individual notifications by clicking on the bin icon.

Mark as „Read“

Click on the message to mark it as read.

Notification Settings

Notification Settings allow you to personalize your notifications.

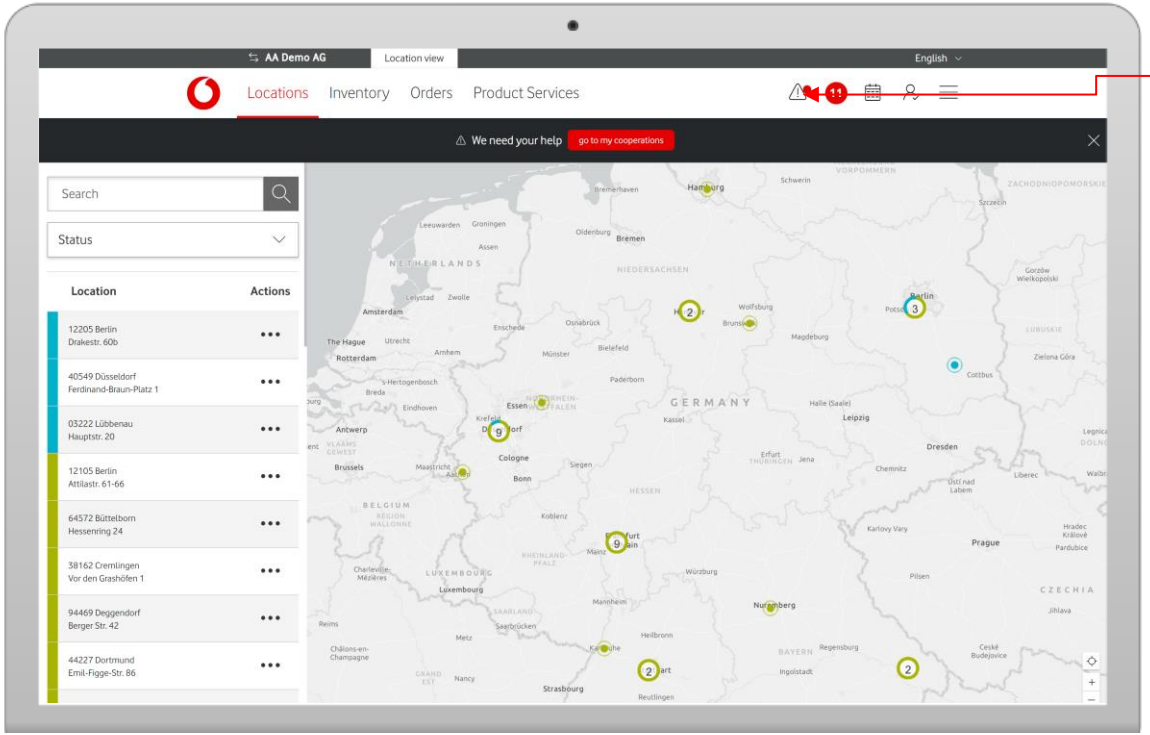


Notification Settings

Click on the slider to activate or deactivate the notifications for the selected category.

Cooperations

You can find your cooperations in the menu bar.

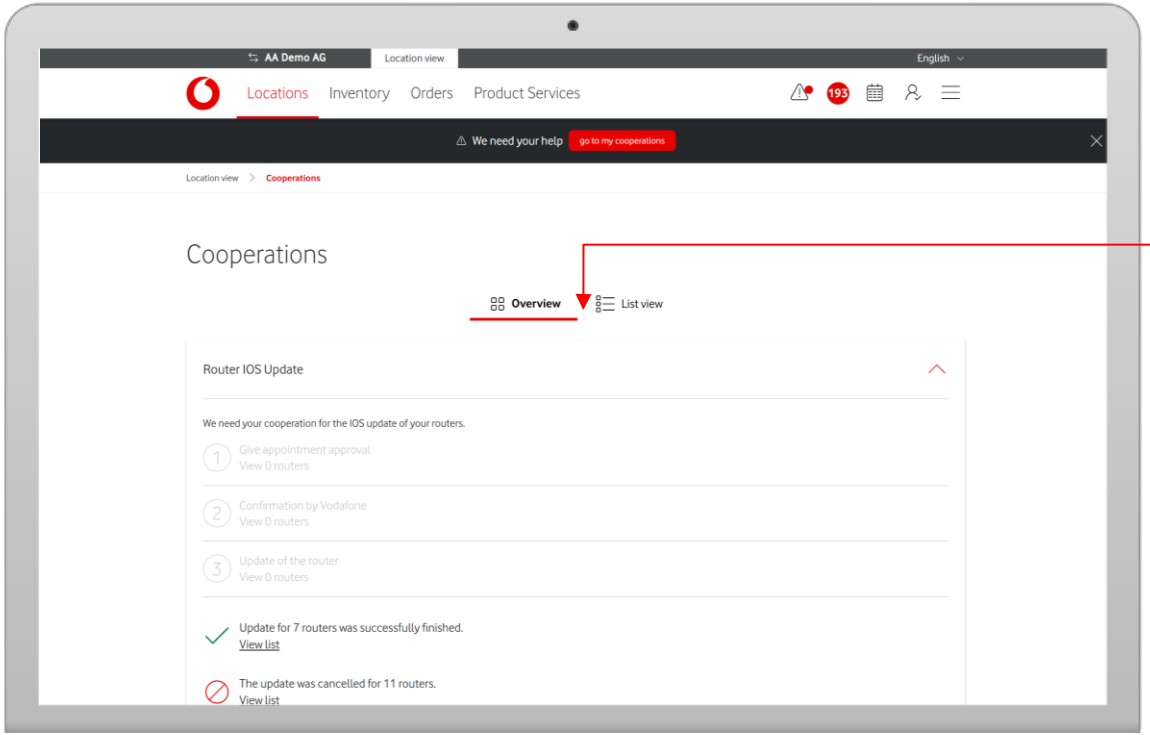


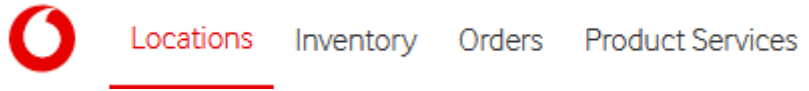
Cooperations

If there are active cooperations, a red dot and the information banner appear next to the cooperation symbol.

Cooperations

You can find your cooperations in the menu bar.



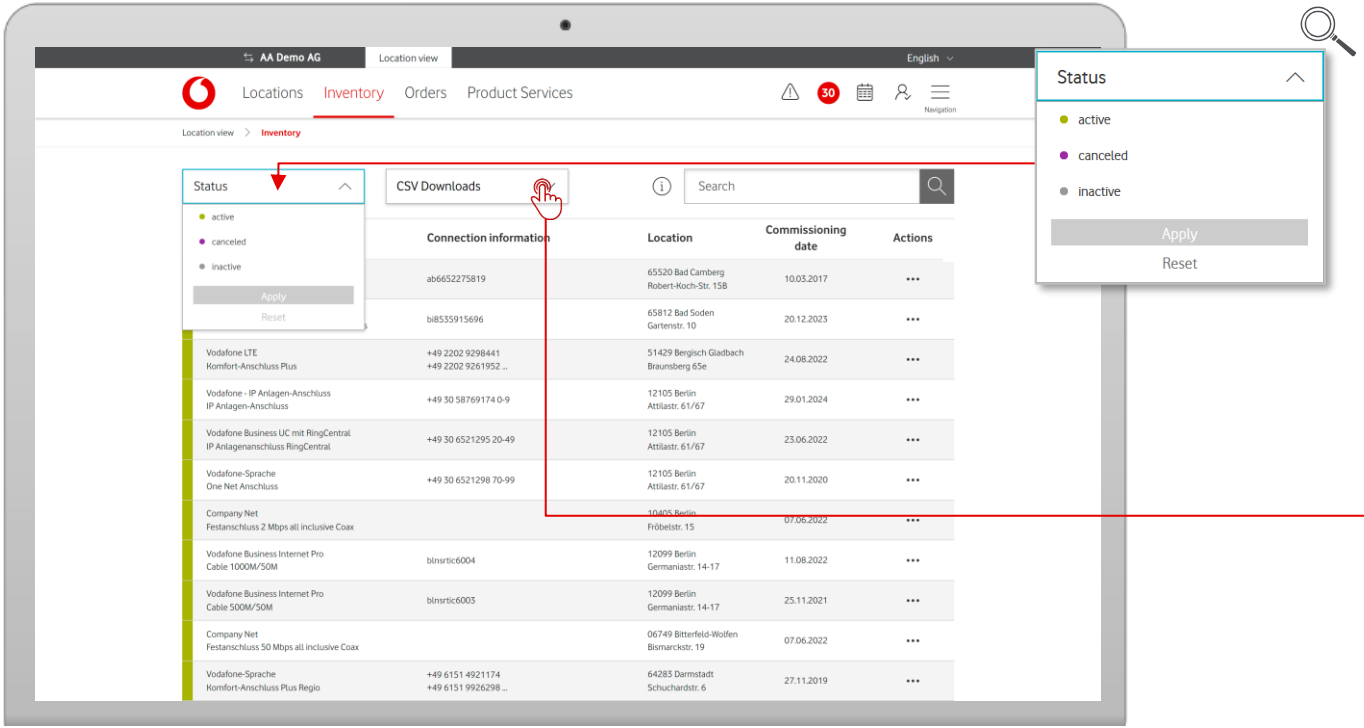


Cooperations

Clicking on the cooperation icon opens the workspace for your cooperations.
This view allows you to see and edit open interventions.
You can choose between the overview and the list view.

Inventory

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



List Filter

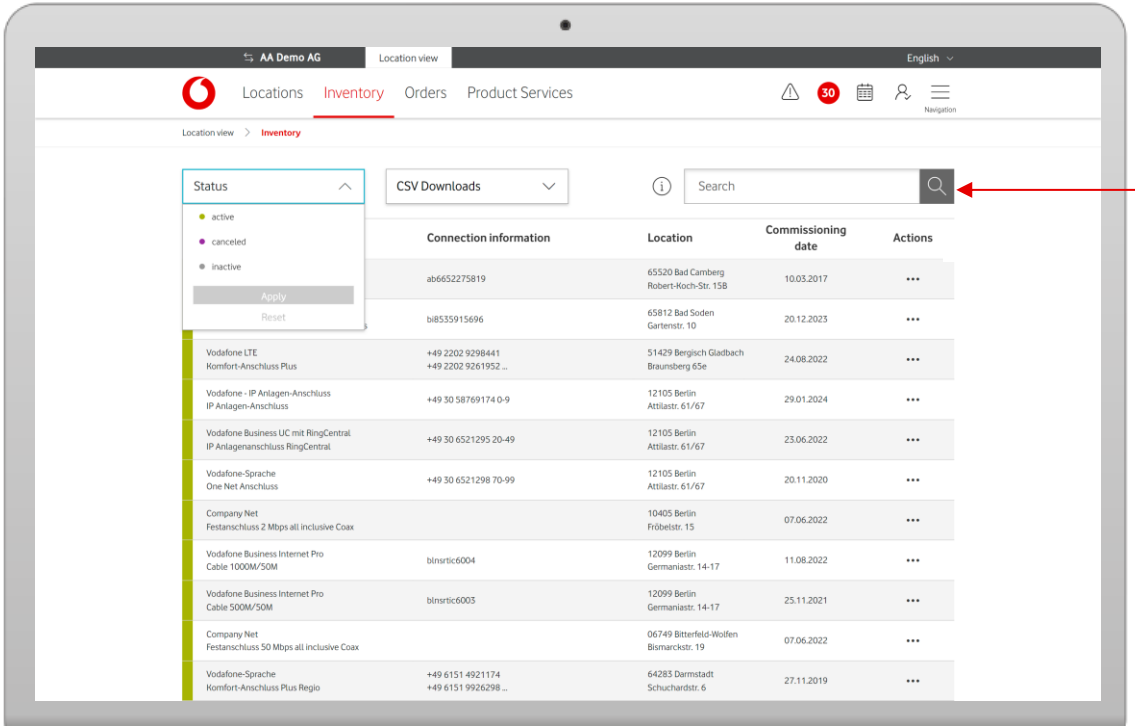
Filter the inventory list here according to your specifications.

.CSV Export

Click on the button to open a menu in which you can filter which detailed information of the stock list you would like to download.

Inventory

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



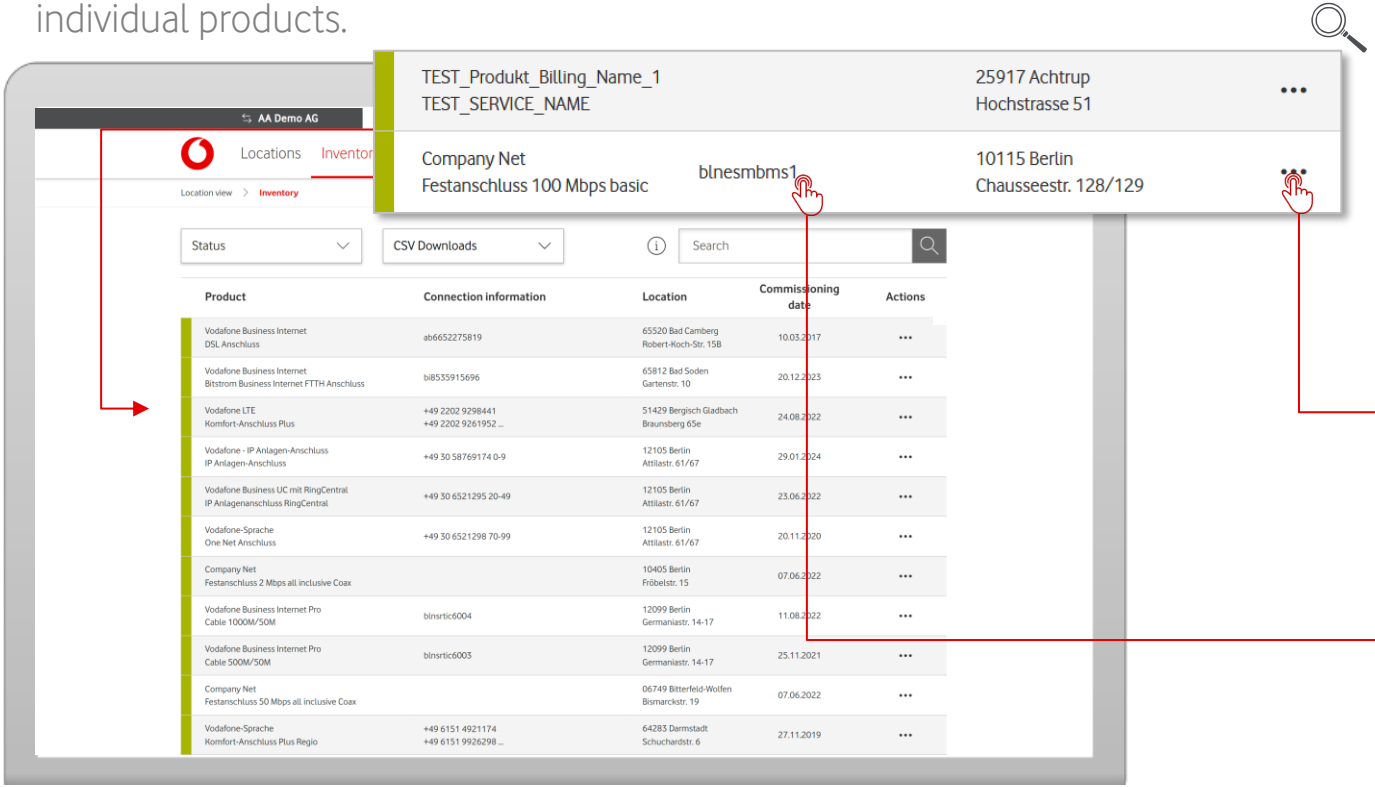
List Search

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

Inventory

Locations | Inventory | Orders | Product Services

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

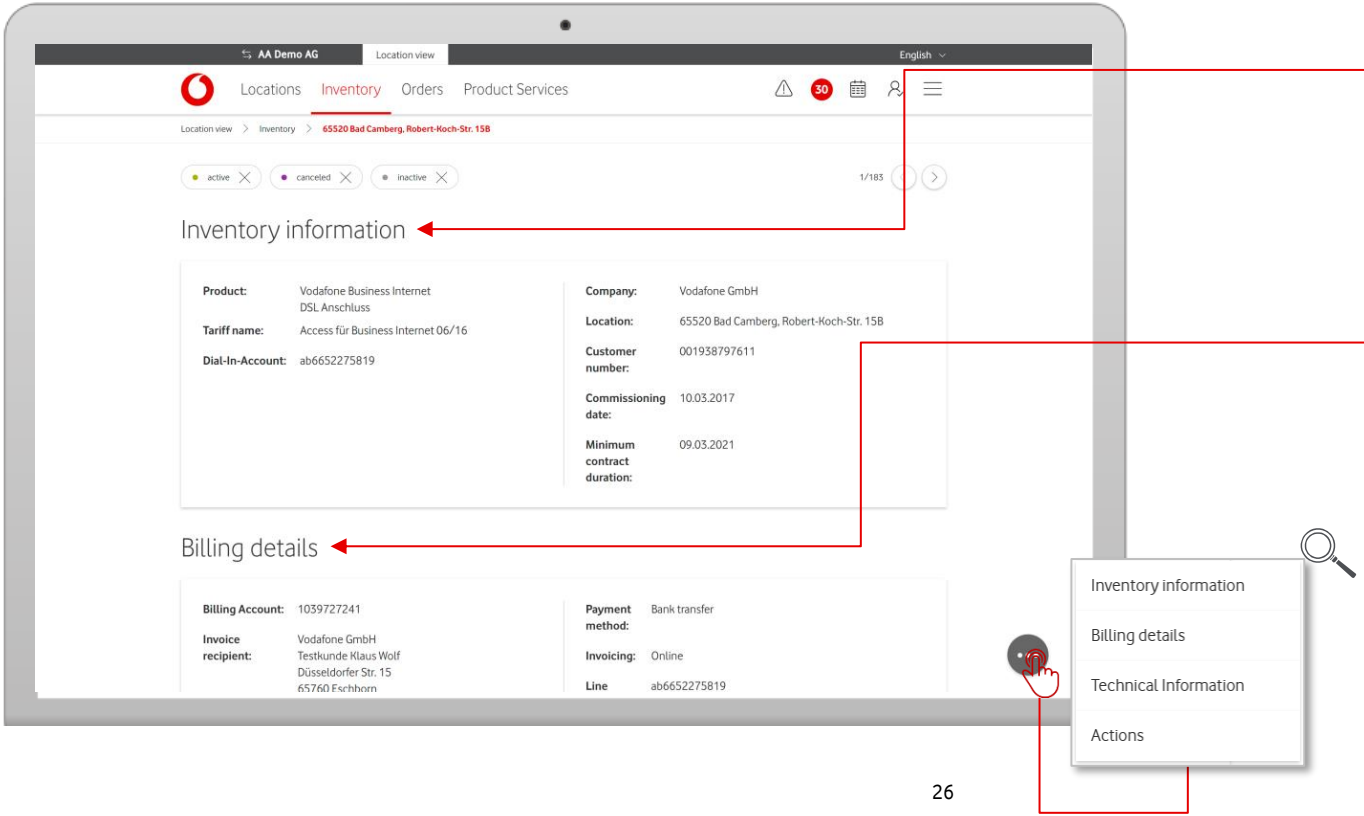
Clicking on the three dots shows all available action options.

Details

Click on your product for detailed inventory information.

Inventory

The detail view shows all information about your inventory services.



Product Information

Shows the order-specific detailed information about your inventory.

Billing Details

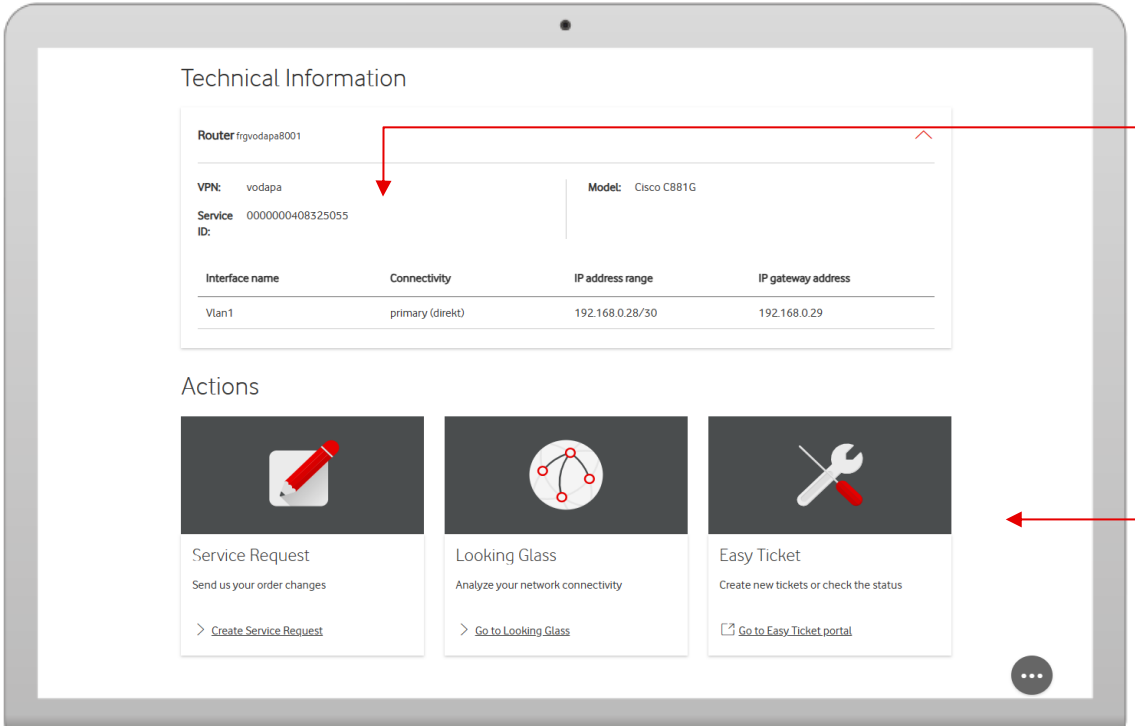
Shows detailed information about your account.

Navigation

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

Inventory

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



Technical Information

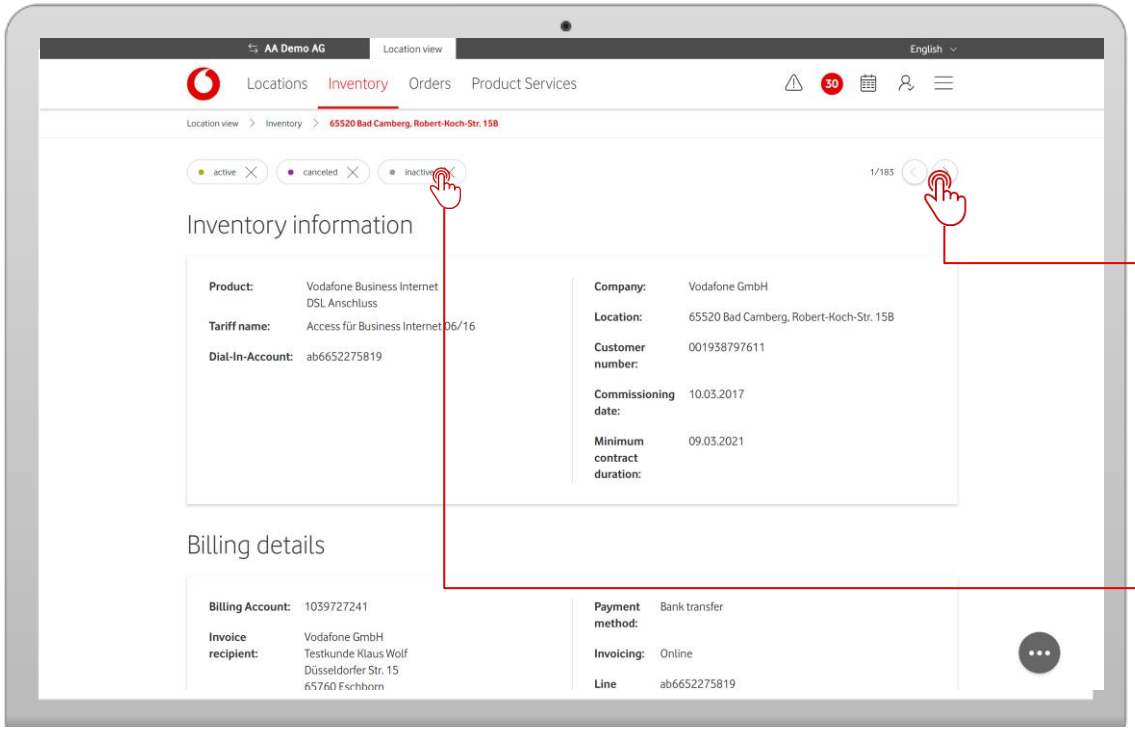
Shows the technical information about your inventory.

Actions

Here, you will find the different available actions.

Inventory

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



Navigation arrows

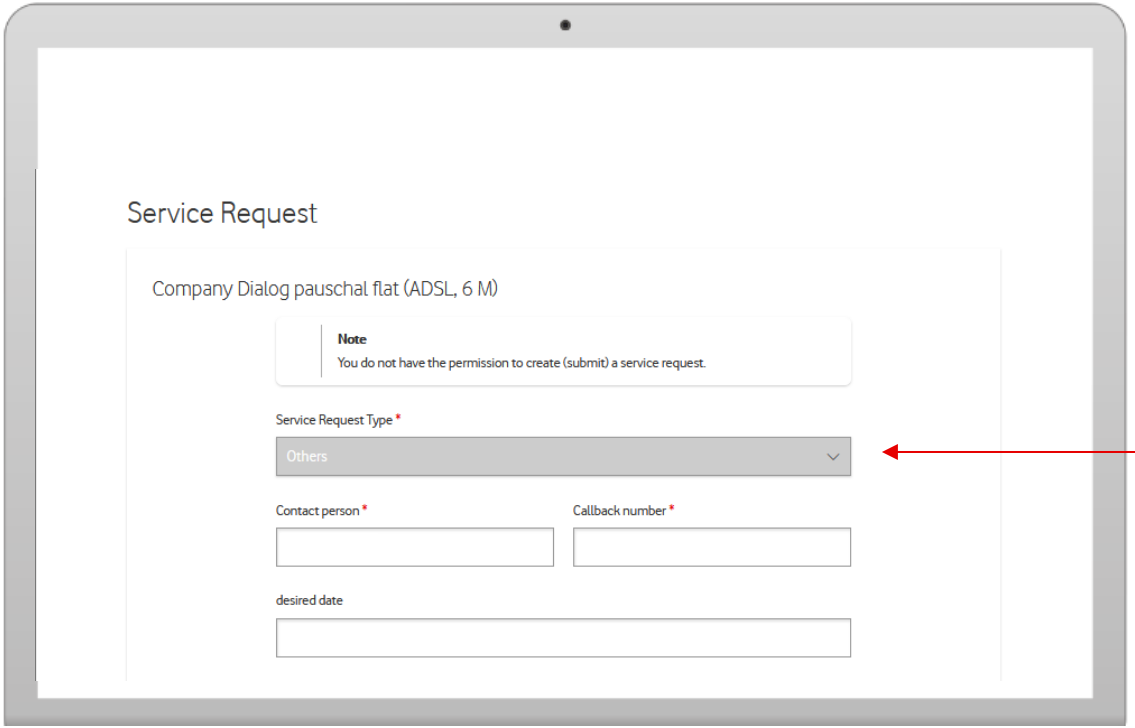
Navigate towards the last or next detail view.

Filter

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

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

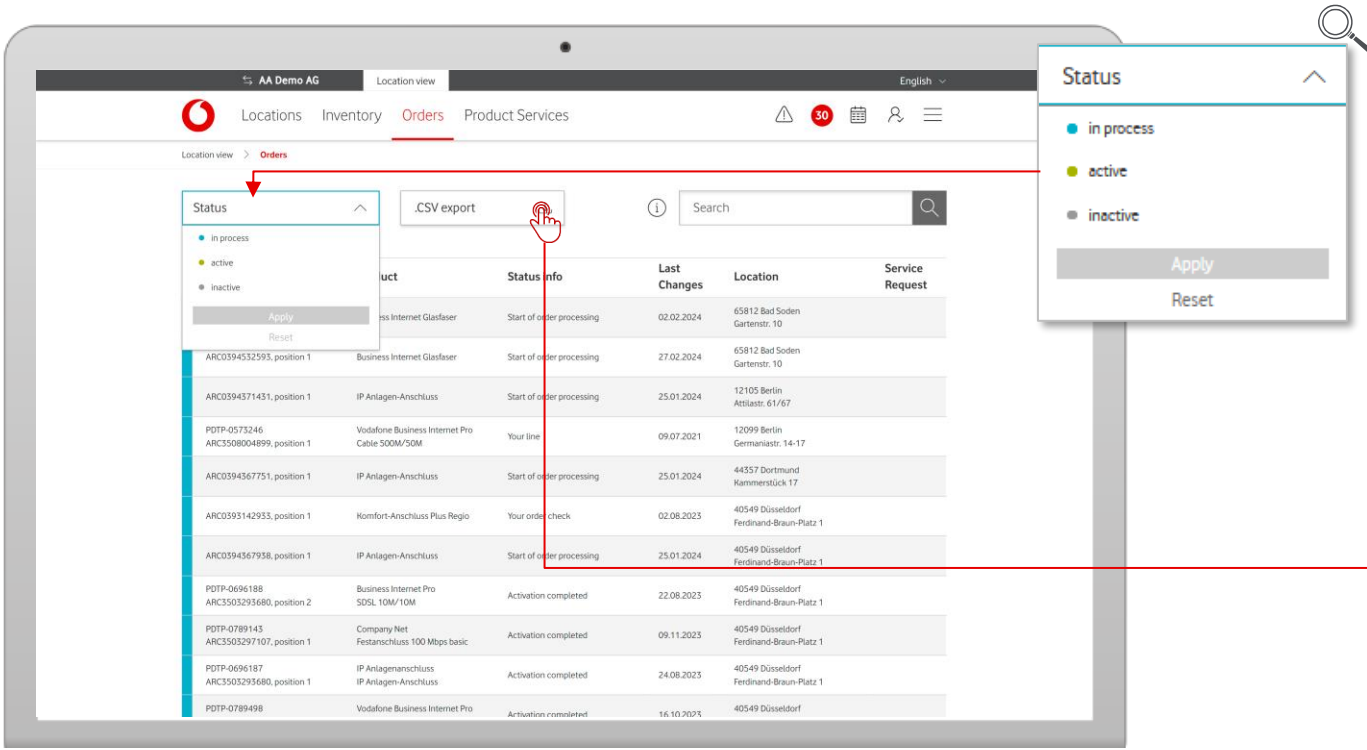
Select the appropriate option from various service request types. Request types can be product-dependent.

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

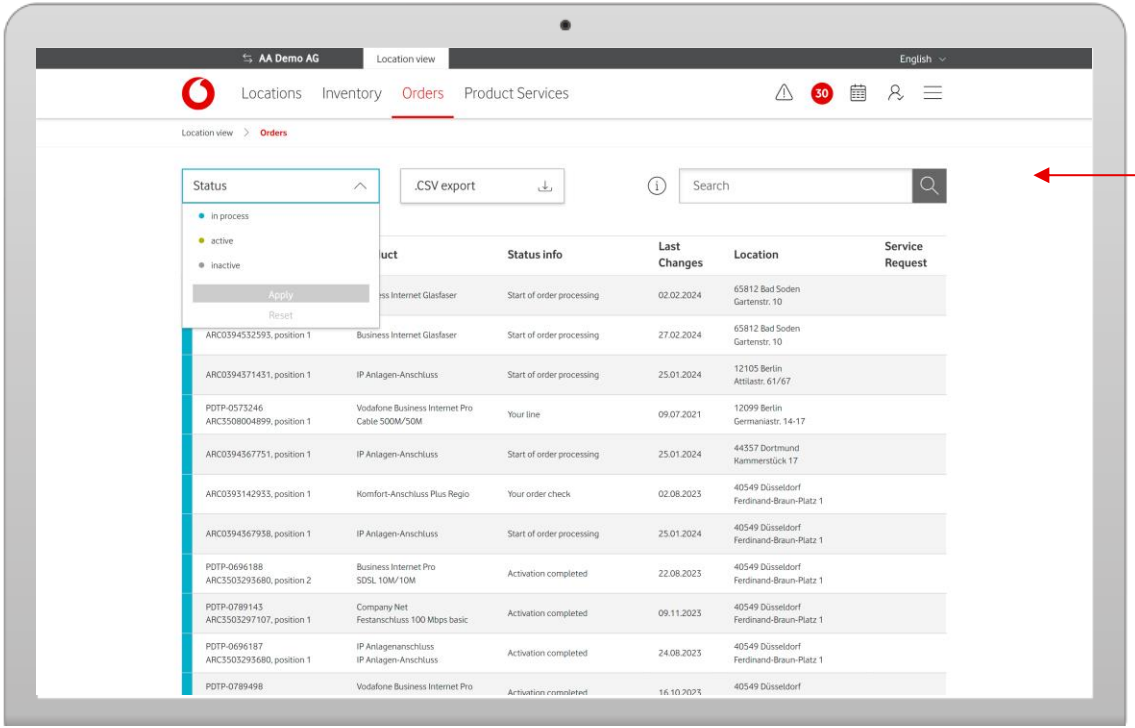
Filters the order list according to your specifications.

.CSV Export

Click on the button to open a menu in which you can filter which detailed information of the stock list you would like to download.

Orders

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

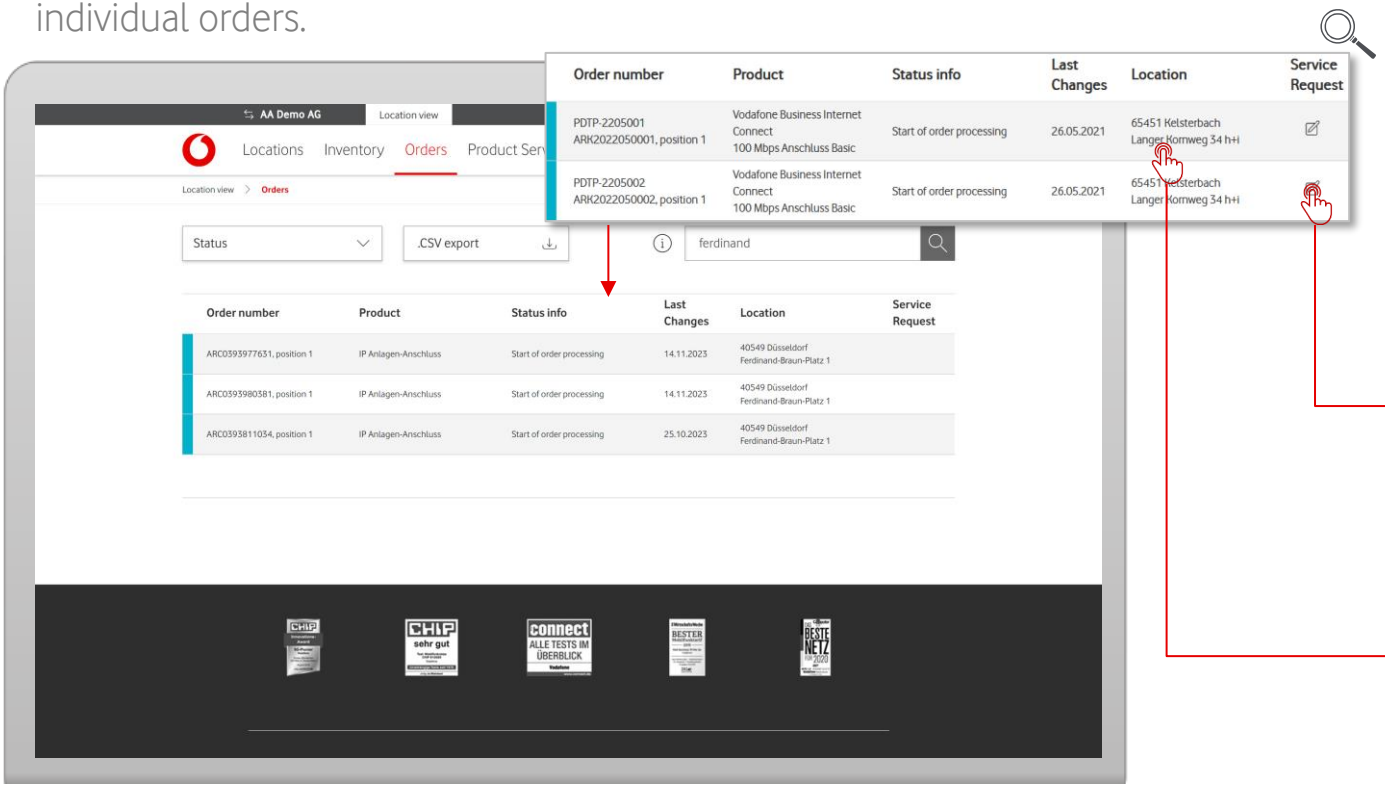


List-Search

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

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

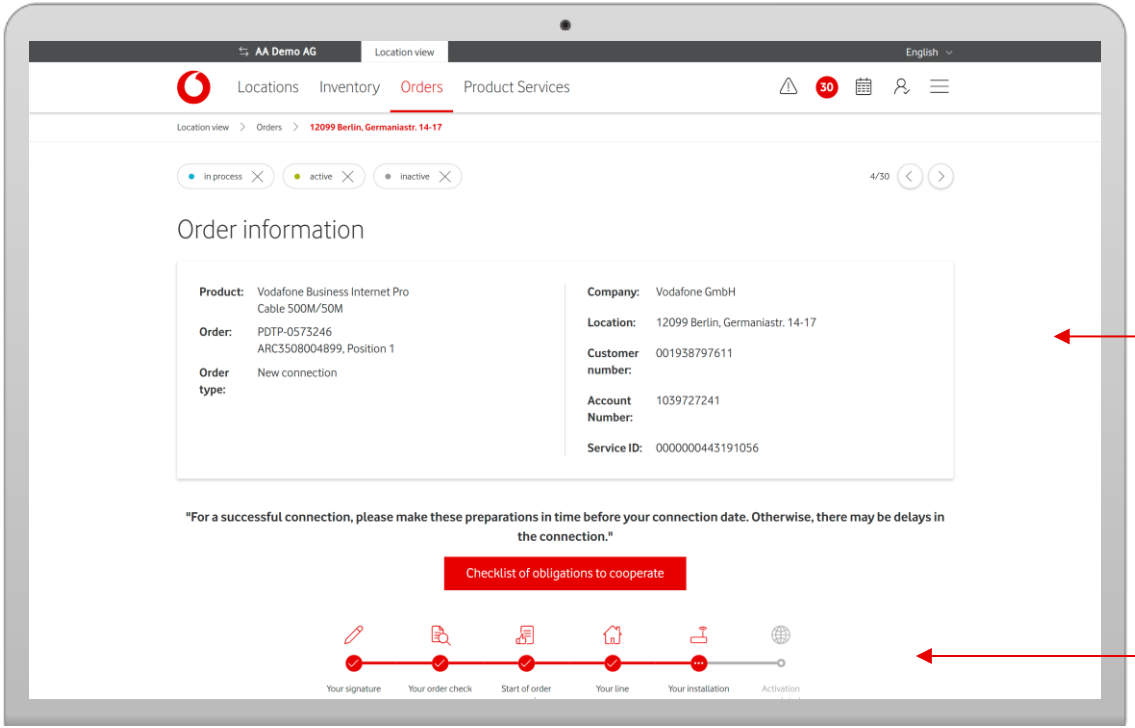
Details

For detailed order info, click on the respective order.

Orders

Locations Inventory Orders Product Services

Order information provides a detailed view of your respective order.



Order Information

Here you will find your inventory data.

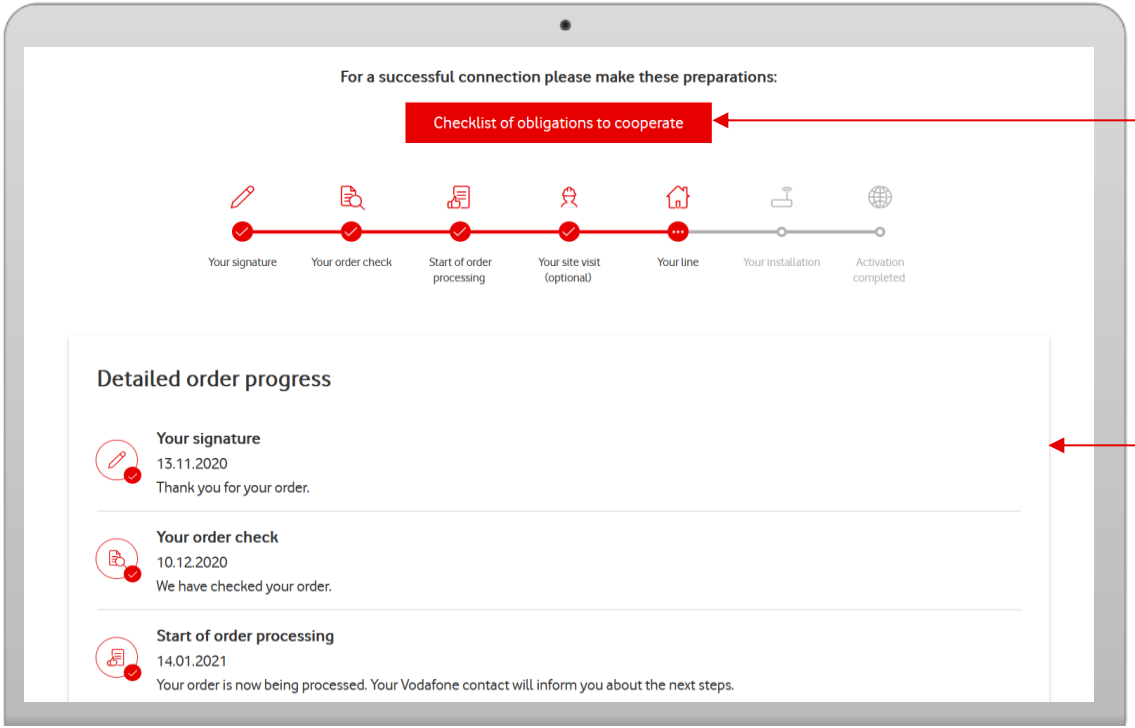
Milestone Overview

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

Orders

Locations Inventory Orders Product Services

Order information provides a detailed view of your respective order.



Order Information

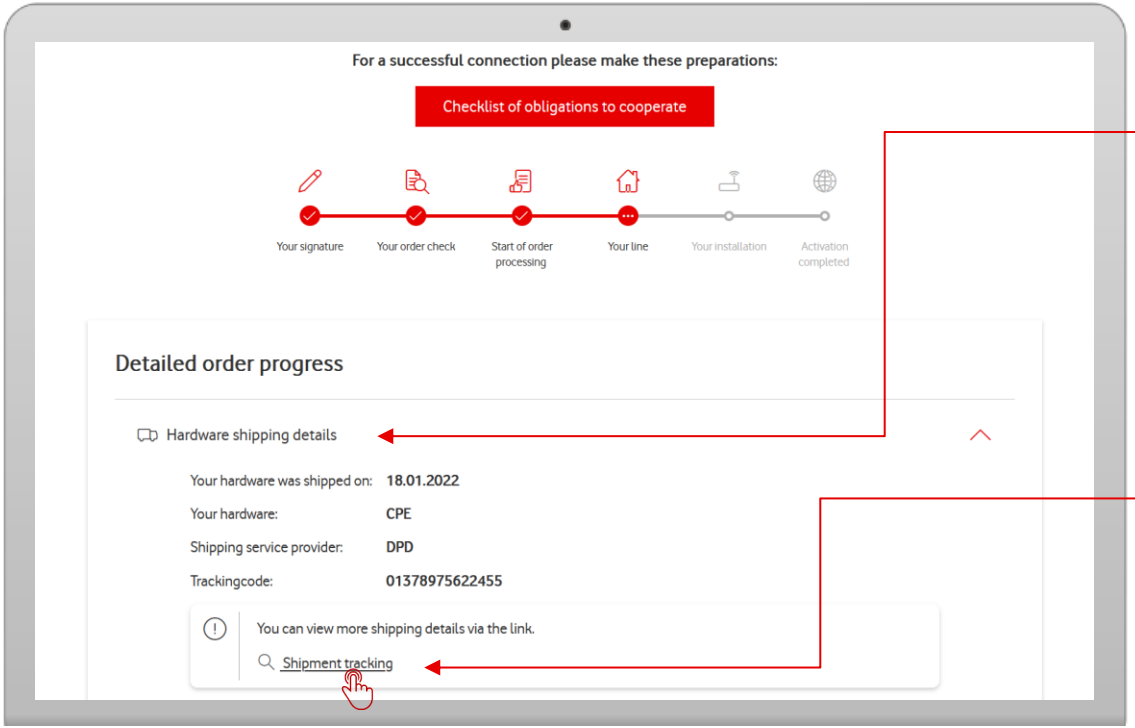
Jump to your obligations to see in which manner you need to cooperate for us to process your order.

Milestone Details

These Details provide more granular information pertaining to your milestones.

Orders

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



Hardware shipping

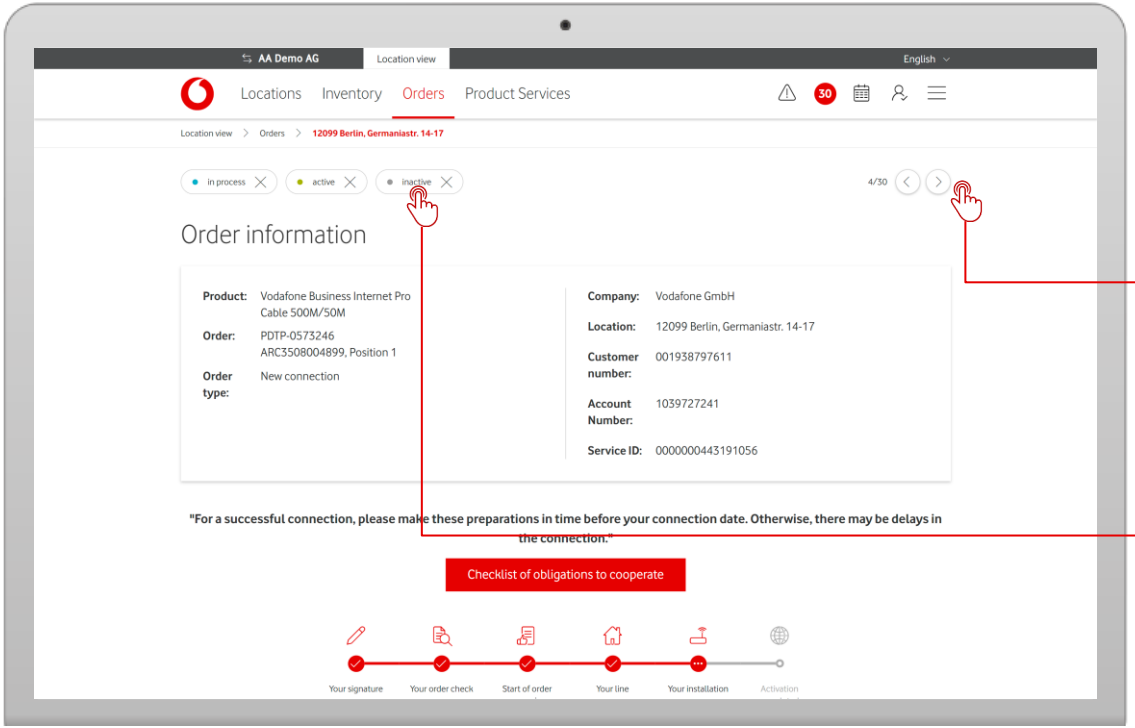
Here you can find details about the shipping status of your hardware.

Shipment tracking

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

Orders

In the detail view you can cycle through your orders.



Navigation arrows

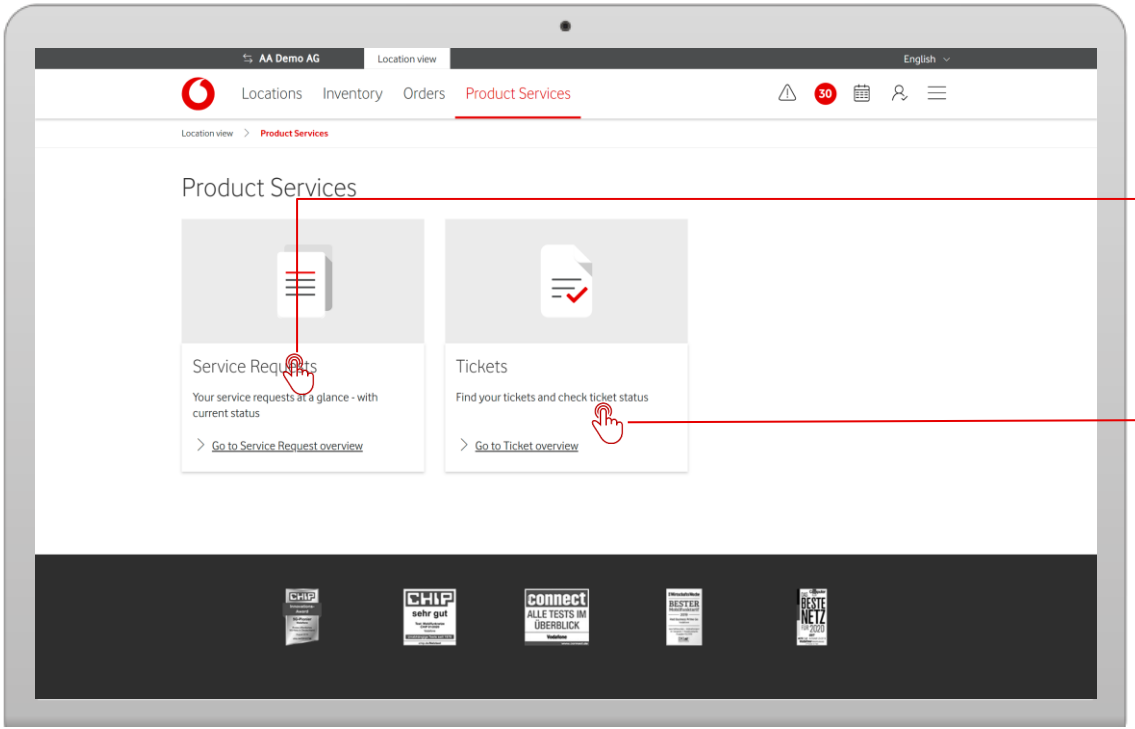
Navigate towards the last or next order.

Filter

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

Product Services

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



Service Request

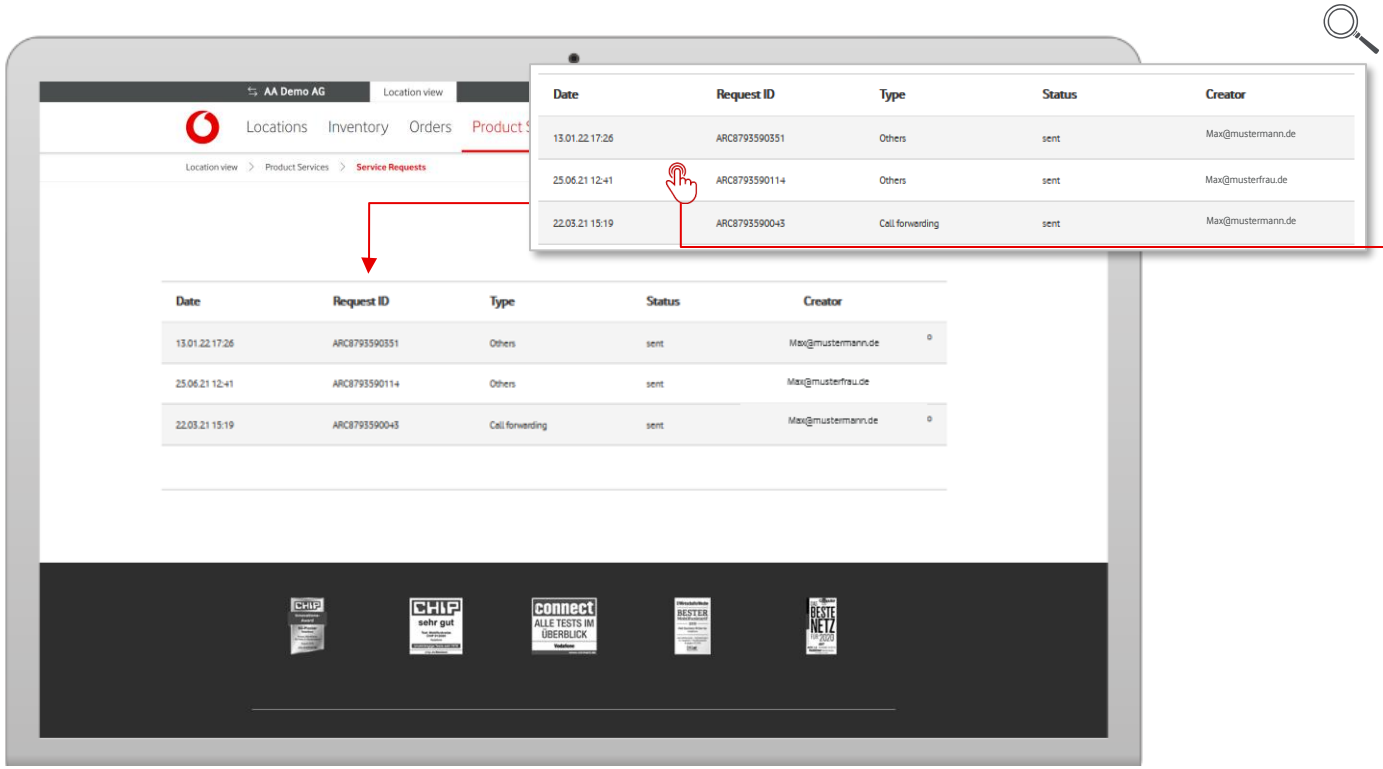
Click here to go to the Service Request overview.

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.

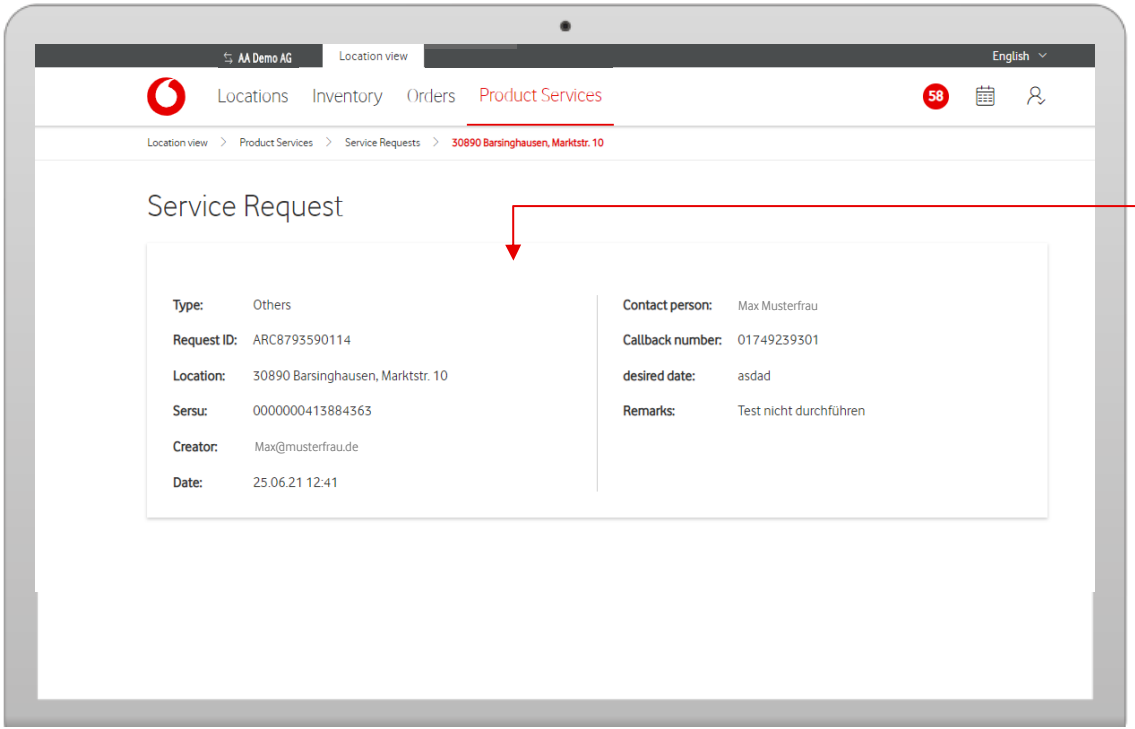


List View

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

Product Services - Service Requests

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

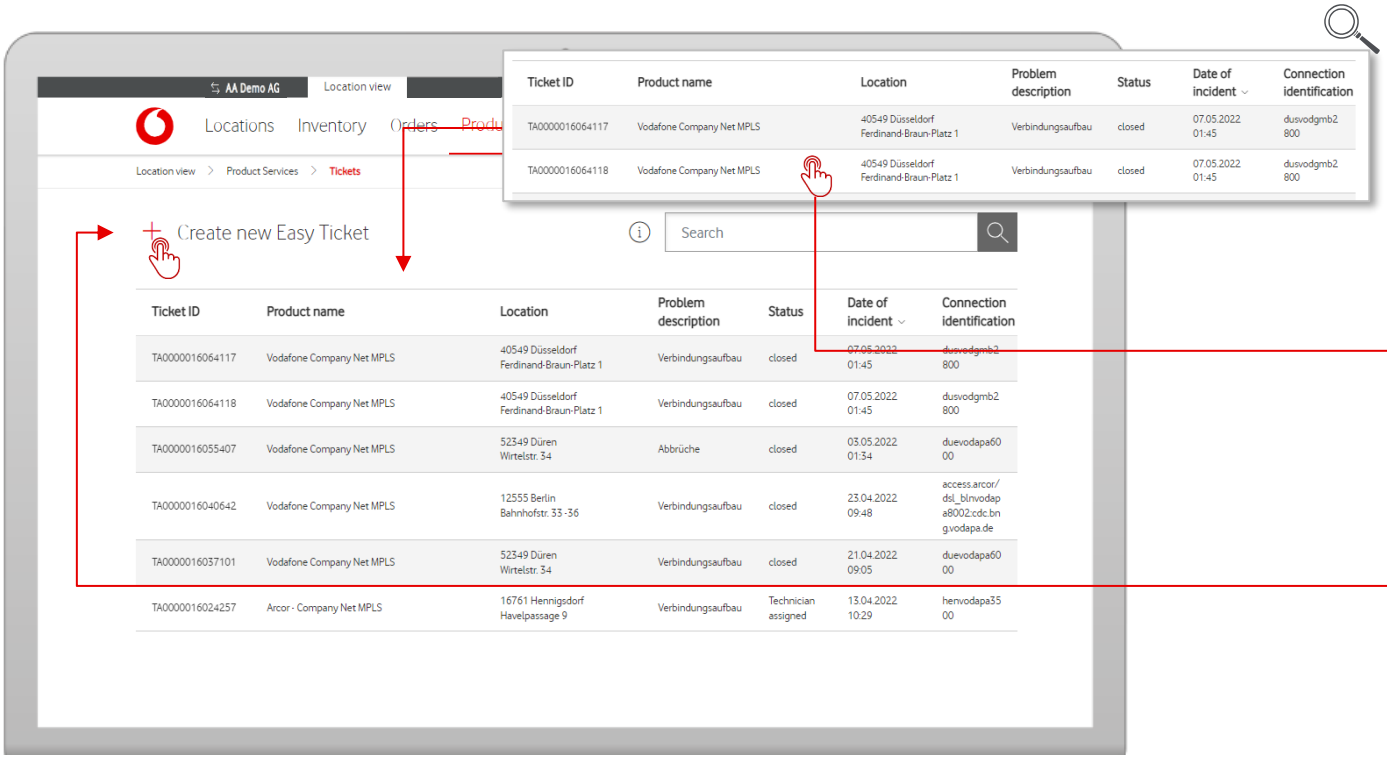


Request Overview

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

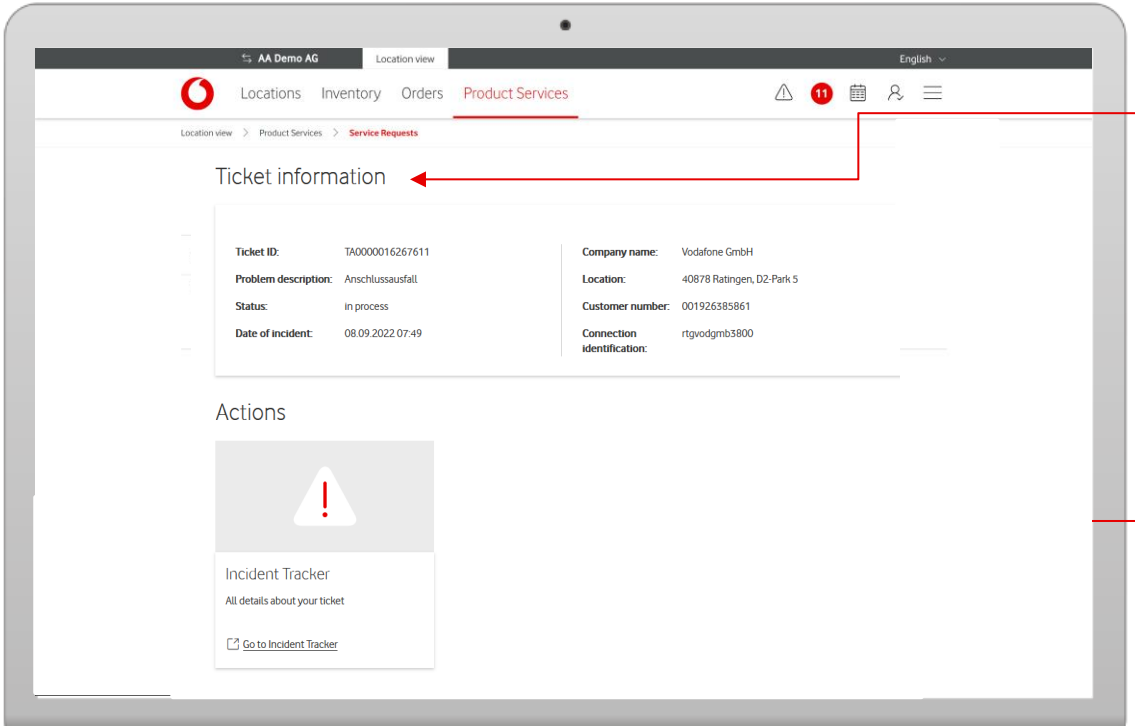
Click on your product for detailed ticket info.

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

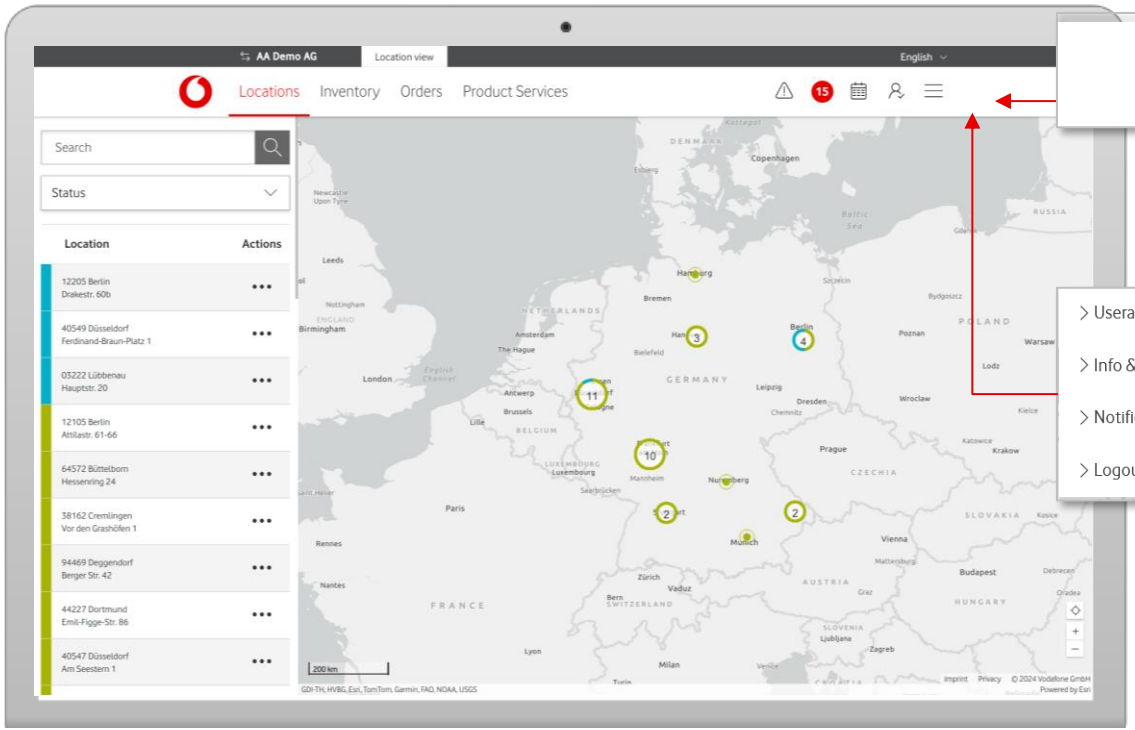
Notice:

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

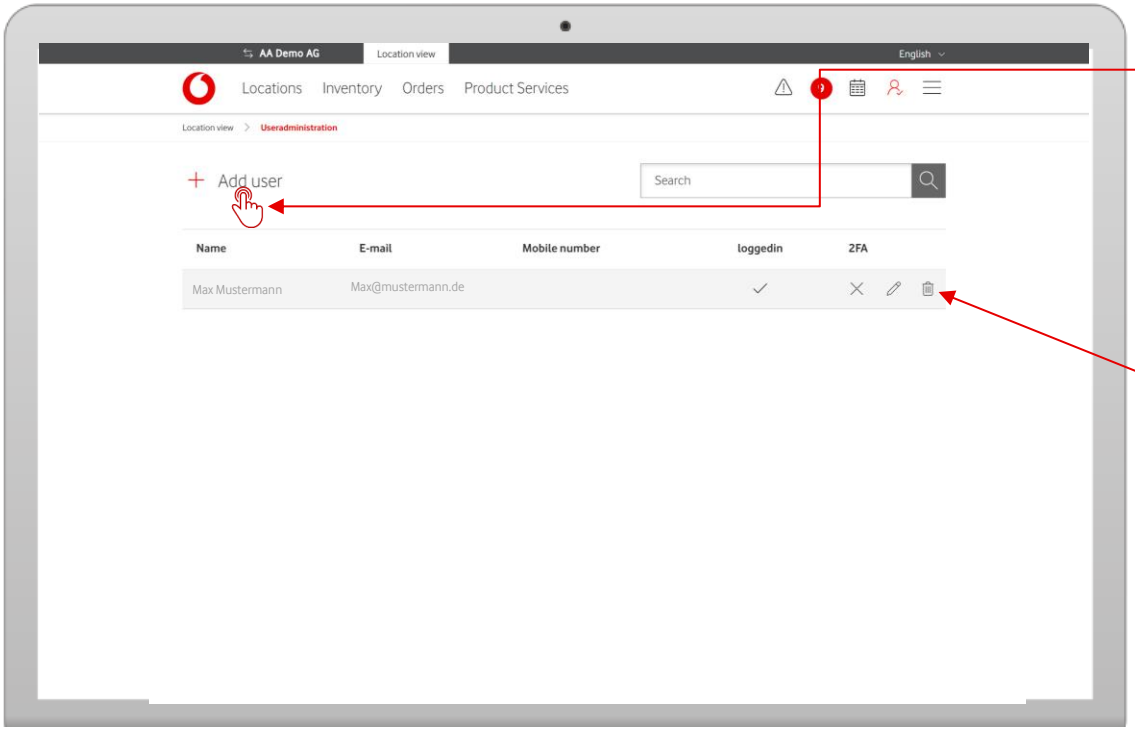
Click on the icon to open your profile settings.

User Management

Clicking here takes you to user management.

User Management - Add User

Add new users to your organization.



Add User

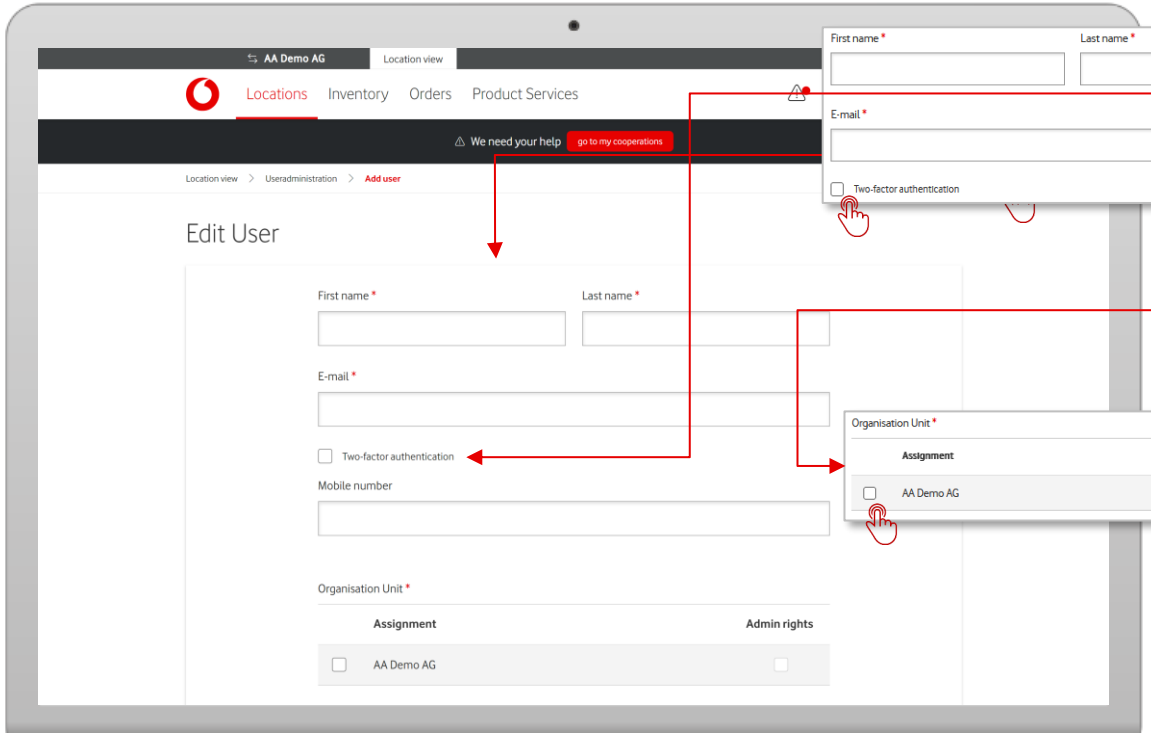
Just click on the plus icon.

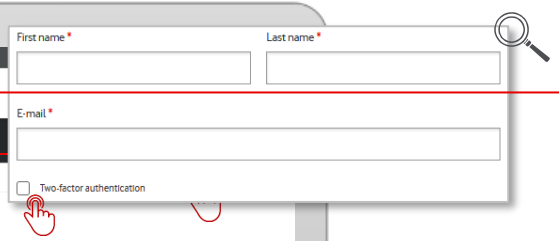
Info

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.

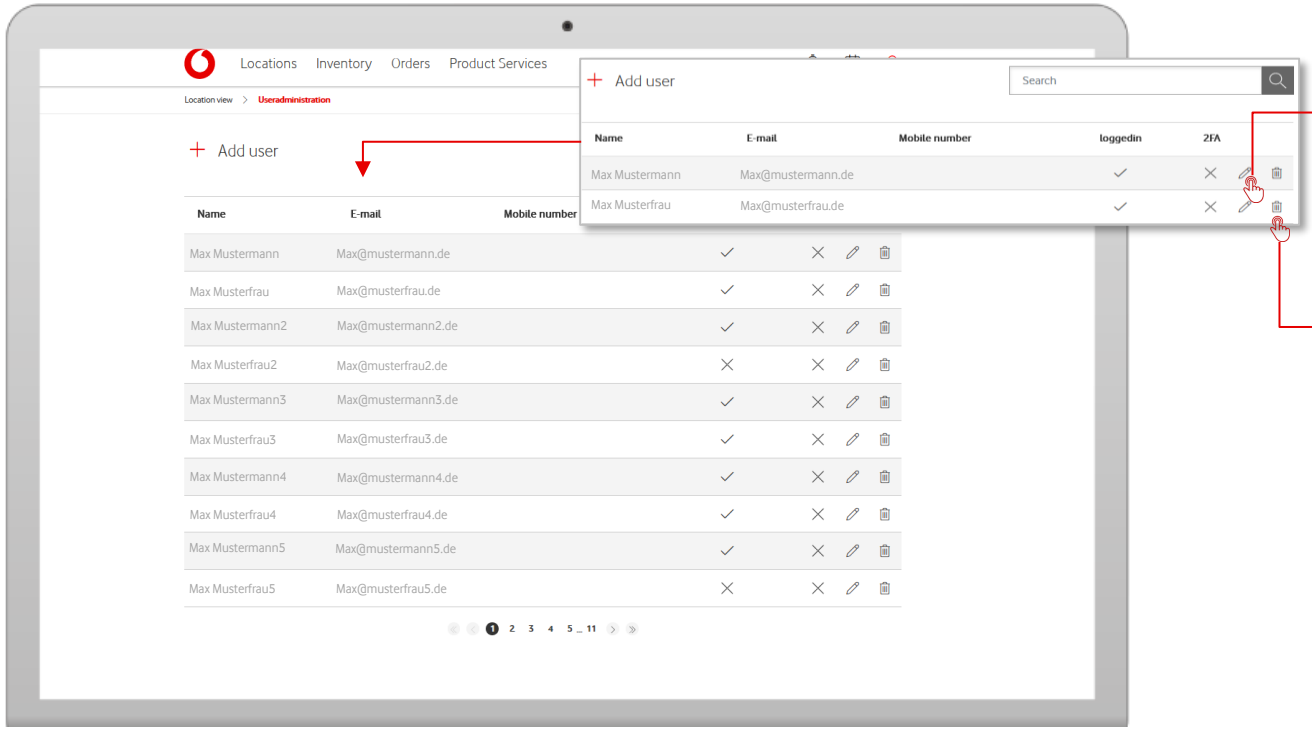
Admin Rights

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

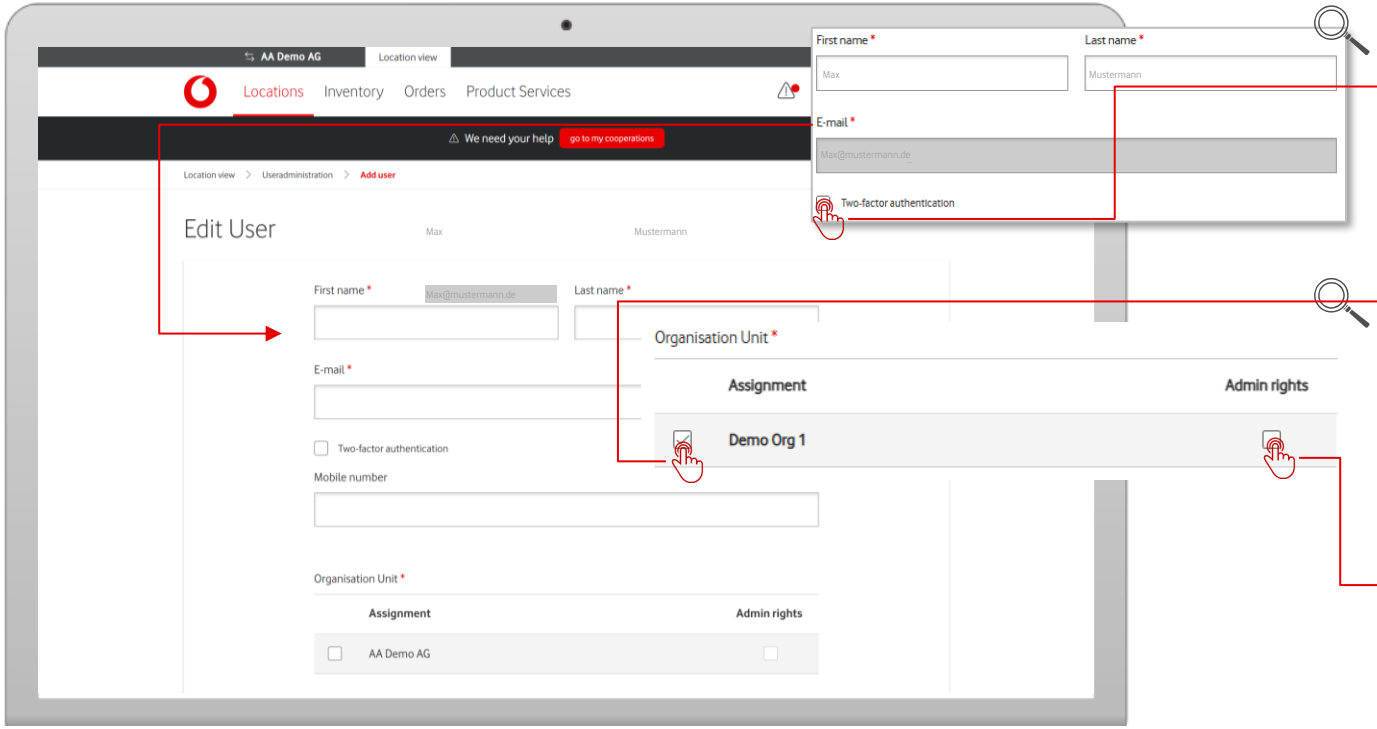
By clicking on the pencil icon, you can edit the user.

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.

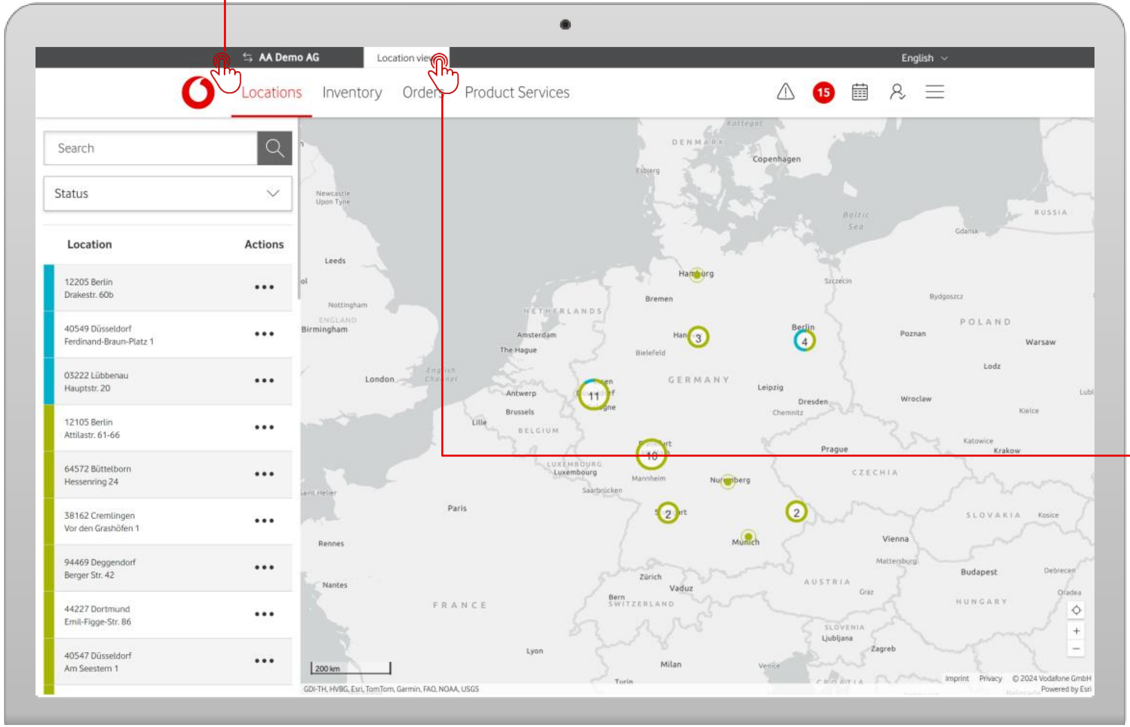
Admin Rights

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.

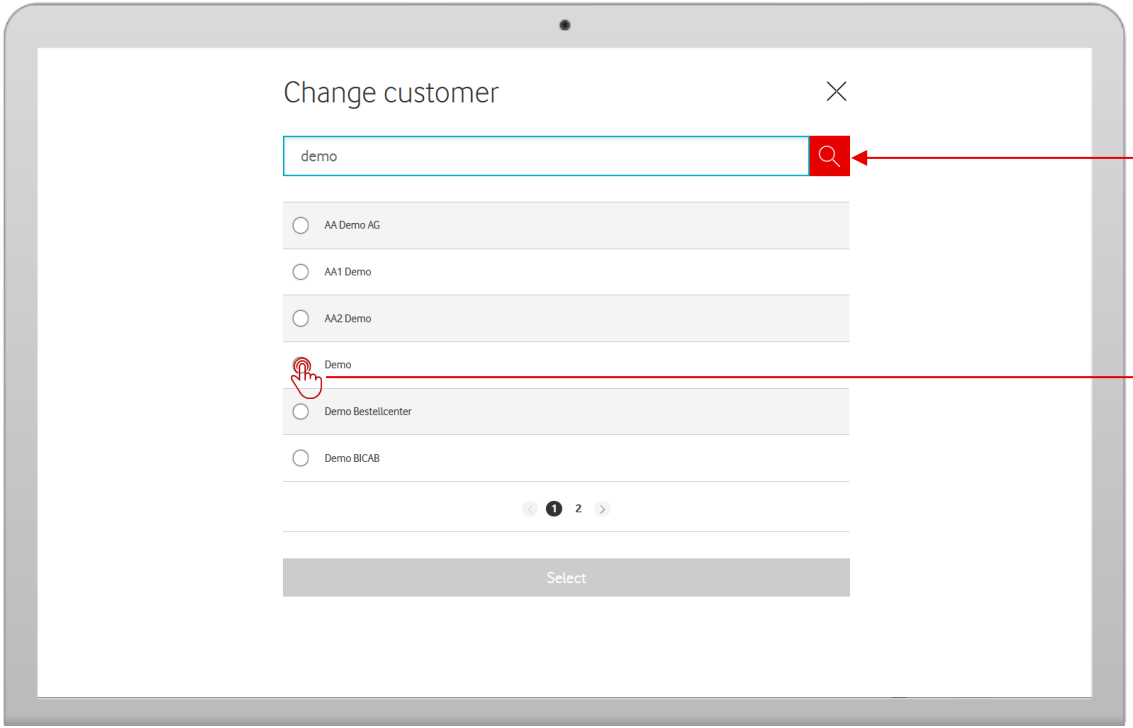
Change App

Clicking on this tab lets you switch to different applications.

Change Customer

Locations Inventory Orders Product Services

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

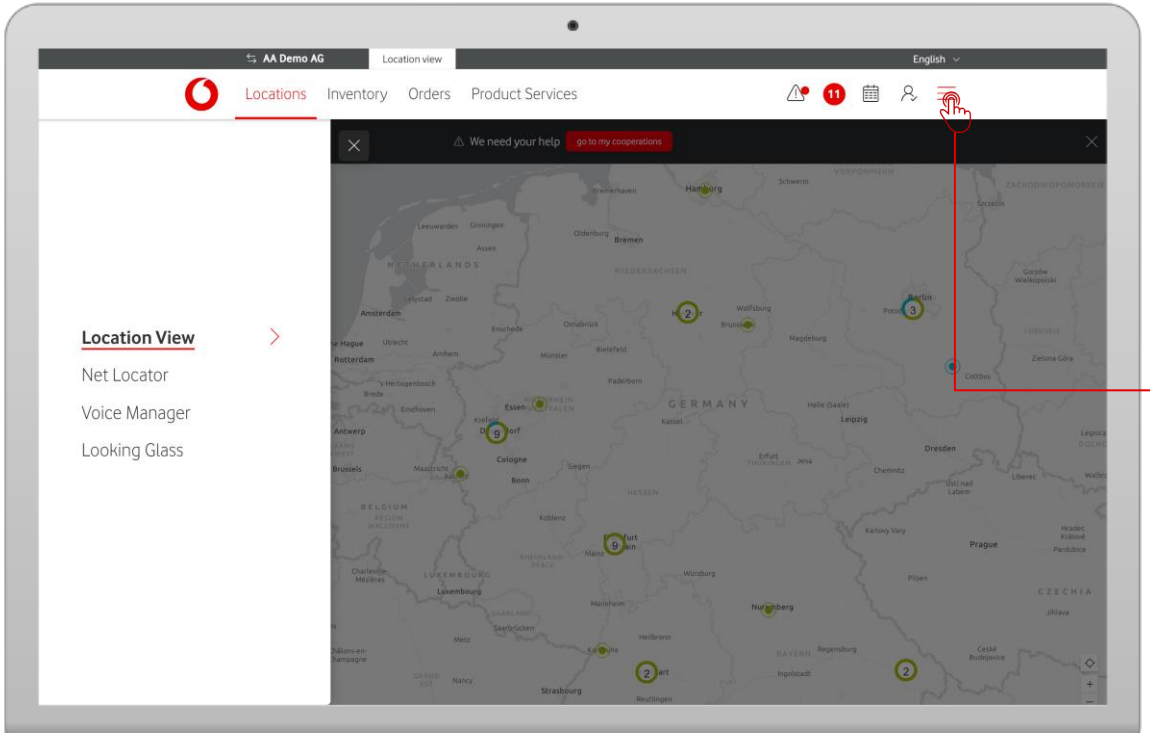


Change Customer

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

Navigation

Switch quickly and easily through the Service Monitor applications.



Navigation-Menu

Use the navigation menu to switch to all the applications and features that have been activated for you. To do this, simply click on the navigation menu at the top right - and a dialog with your Service Monitor features will open on the left.