FACTON
INNOVATIVE COST MANAGEMENT

FRESHDESK FACTON
CUSTOMER - PORTAL / SUPPORT AND TICKETSYSTEM

FACTON
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CONTENTS

FACTON
INNOVATIVE COST MANAGEMENT

1. WHAT FRESHDESK IS

Freshdesk is a web-based portal and ticket - system by freshworks Inc.

The main features of freshdesk in FACTON – Customer – Portal are:

- Provide information and downloads in "Solution" - Section
- Support Tickets are automatically created by e-mails to support@facton.com.
- E-mails are automatically assigned to your company by domain.
- Your e-mail replies are automatically assigned and the corresponding agent will be informed.
- Communication takes place exclusively via the portal.
  The history with all messages, attachments and comments is available.

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INNOVATIVE COST MANAGEMENT

2. USING THE PORTAL

2.1 Registration
■ Users will receive a link to portal-registration.
 Open this link and type a password.

2.2 Login
■ Open URL: https://support.facton.com. You will be forwarded to
  https://facton.freshdesk.com
■ Enter username (e-mail address) and password.
■ Click on Login.

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Welcome
Login Sign up   English

Home   Solutions

Login to the Customer - Portal
Enter the details below

[   ]

[Password   ]

☑ Remember me on this computer

Forgot your password?   LOGIN

Sign up

[Sign up with us]

Once you sign up, you will have complete access
to our self service portal and you can use your
account to raise support tickets and track their
status.

Home   -Solutions

Legal Notice FACTON

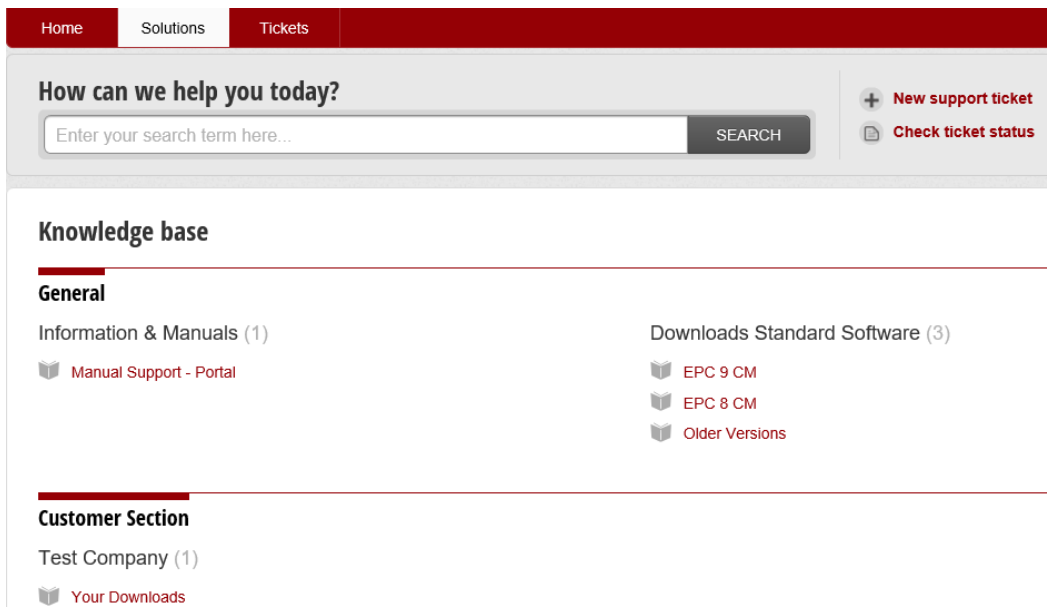**FACTON**
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3. OVERVIEW PORTAL

After log-in you see the start-screen of the portal.
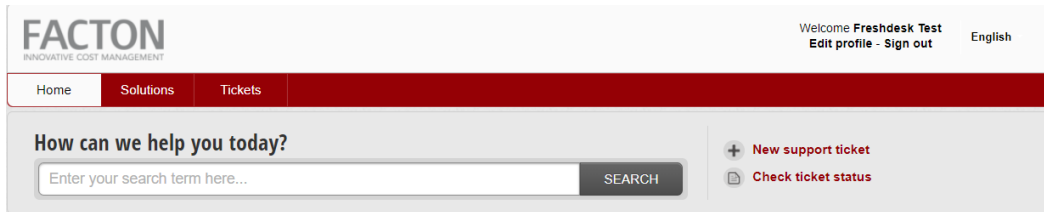
- Edit profile: You may input or change your personal information like phone-number and password or switch language.
- Tickets: Shows a list of all your tickets.
- Search: In the full text search, you can search for keywords in the knowledge base and your tickets.
- New support ticket: Here you can submit a new support request.
- Solutions
  You will find information and downloads under solutions. These downloads cover the installation and updates of EPC Standard in the area "Downloads Standard Software" as well as files only for your company in the customer area.

4. TICKETS

4.1 Ticket overview

Here you'll find your tickets. Key-Users will see all tickets of all company-users.

- You can filter tickets to see all, open or closed issues.
- Tickets can be sorted, for example by creation date or last update.
- ´Export tickets´ allows you to export tickets as Excel or csv. Certain filters can be selected.

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4.2   Creating a new ticket

Clicking „New support ticket" will open the following dialog.

Submit a ticket

Requester *		
Subject *		
Source	...	
EPC-Solution	...	
Environment	...	
Priority	Low	
Description *	B I U ☰ ☰ A A ⌗ ▦ A×	
	+ Attach a file	
Customer Issue #		

Submit   Cancel

In addition to a subject and detailed description, you have the option of specifying further details for clarification:
- Source: Select the reason for you request if you know it.
- EPC-Solution: Enter the FACTON EPC version.
- Environment: If you request corresponds to a certain system (Production, Test, …).
- You may attach files like screenshots or other documents.
- Customer Issue #: Your internal number for the issue, if any.

4.3   Ticket view

You see the status and the history of a ticket including all messages and attachments.

You may change ticket information or click on to add a comment or to answer support team questions.

You can also use the button to close the ticket, if, for example, you were able to identify the reason for an error yourself.

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INNOVATIVE COST MANAGEMENT

4.4   Satisfaction Rating

After closing the ticket your satisfaction rating is welcome.

Especially in case you are not satisfied we kindly ask you to add a commend before the rating. This will give us the opportunity to improve our support.

If you have any open questions during the editing process, you now have the chance to add an answer. Your ticket will be reopened.

For a new request, please create a new ticket.