

FRESHDESK FACTON

CUSTOMER - PORTAL / SUPPORT AND TICKETSYSTEM

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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@factor.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.

2. USING THE PORTAL

2.1 Registration

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

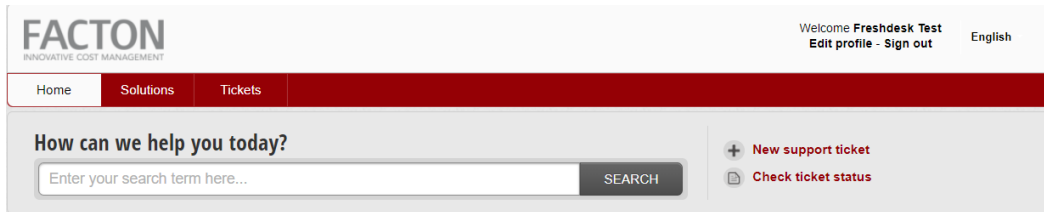
2.2 Login

- 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.

The screenshot shows the FACTON Customer Portal interface. At the top left is the FACTON logo with the tagline 'INNOVATIVE COST MANAGEMENT'. On the top right, there are links for 'Welcome', 'Login', 'Sign up', and 'English'. Below the logo is a navigation bar with 'Home' and 'Solutions' links. The main content area is divided into two sections: 'Login to the Customer - Portal' and 'Sign up'. The login section includes a text input field for the username, a password input field, a 'Remember me on this computer' checkbox, a 'Forgot your password?' link, and a 'LOGIN' button. The sign-up section features a 'Sign up with us' button and a paragraph explaining that signing up provides access to the self-service portal for raising support tickets and tracking their status. At the bottom of the page, there is a footer with 'Home -Solutions' and a 'Legal Notice FACTON' link.

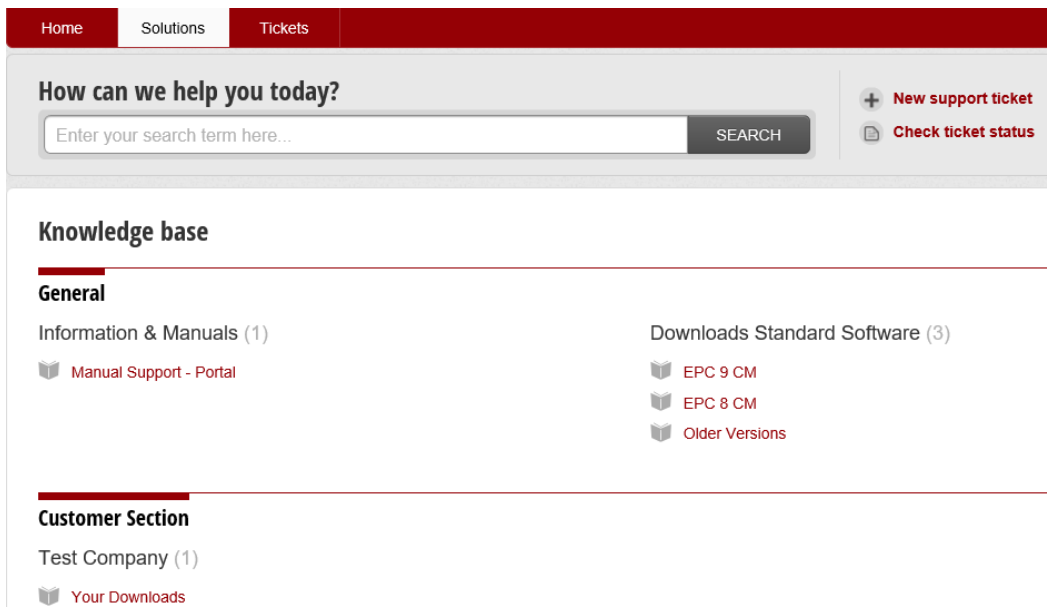
3. OVERVIEW PORTAL

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.

The screenshot shows the FACTON support ticket system interface. At the top left is the FACTON logo with the tagline 'INNOVATIVE COST MANAGEMENT'. To the right, it says 'Welcome John Doe' with links for 'Edit profile' and 'Sign out', and a language selector set to 'English'. Below this is a navigation bar with 'Home', 'Solutions', and 'Tickets' (the active page). A search bar is present with the placeholder text 'Enter your search term here...' and a 'SEARCH' button. To the right of the search bar are two buttons: '+ New support ticket' and 'Check ticket status'. The main content area is titled 'All Tickets' and shows two tickets. The first ticket is 'Blackout #100017', created on Wed, 1 Nov at 12:46 PM, with agent Michael White, and is marked as 'SOLVED'. The second ticket is 'Bug #100016', created on Wed, 1 Nov at 12:43 PM, and is marked as 'AWAITING YOUR RESPONSE'. There is an 'Export tickets' link in the top right of the ticket list.

- 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.

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 ▼

Description *

B *I* U

[+ Attach a file](#)

Customer Issue #

In addition to a subject and detailed description, you have the option of specifying further details for clarification:

- Source: Select the reason for your request if you know it.
- EPC-Solution: Enter the FACTON EPC version.
- Environment: If your 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.

Home / Tickets list

#100017 Blackout

John Doe, reported 6 days ago

Dear Support-Team,

beginning this morning the Servers cant be reached.

Do you have any information about this?

Best regards john

Attachement.txt
(0 Bytes)

Michael White, said 6 days ago

Dear John,

the service should be available again by 2 pm today. We apologize for any inconvenience.

Best Regards
Support Team

Ticket information:
Ticketlink: <https://factsupp.freshdesk.com/helpdesk/tickets/100017>
ID: 100017
Status: Open

Agent Working on This Ticket
Michael White

Ticket details

Support-Type
Maintenance

System-Type
V 6

Version
6.4.4

Environment
Production

Status
Open

Priority
High

Assigned to
Michael White


Update

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.

4.4 Satisfaction Rating

Agent Working on This Ticket

 **Michael White**

Satisfaction Rating

Your satisfaction is very important to us.
Please help optimizing our support and
rate the processing of this request.

- Very satisfied**
- Satisfied**
- Not satisfied**

After closing the ticket your satisfaction rating is welcome.

Especially in case you are not satisfied we kindly ask you to add a comment 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.