

USER MANUAL



USE OF TICKETING PLATFORM

Edition 1.0 | EN

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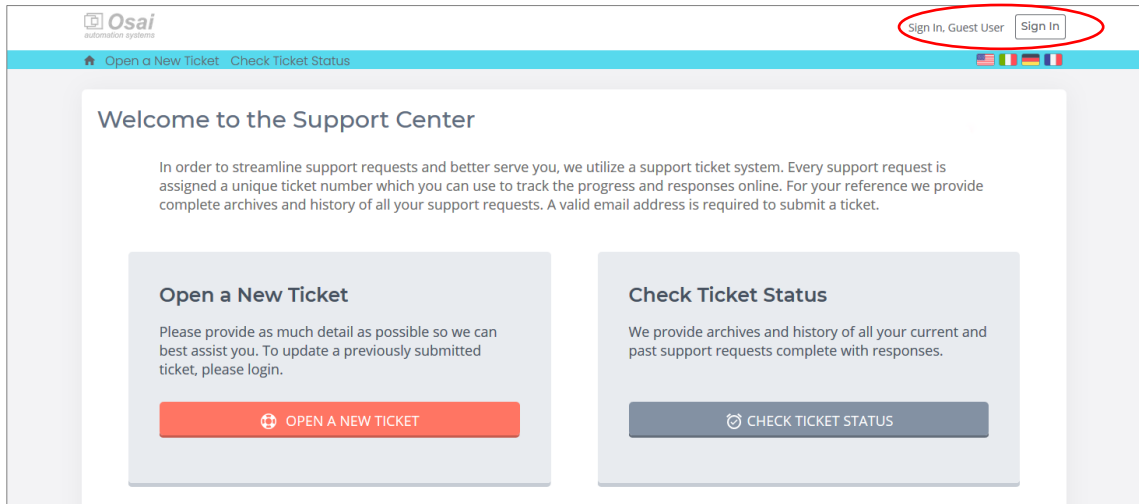
1. HOW TO REGISTER

You can access our site from the following link:

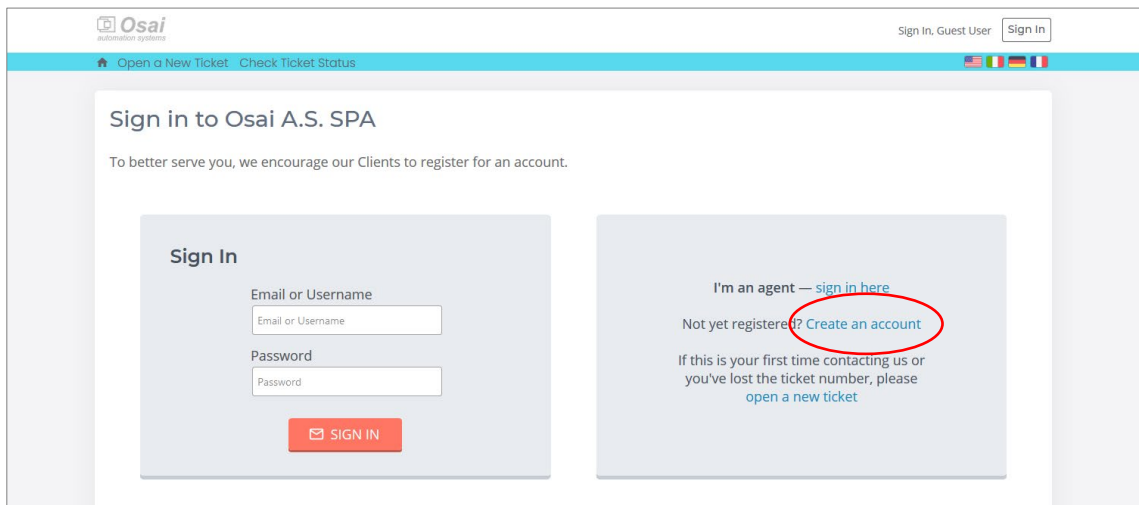
<https://aftersales.osai-as.com/>

Select your preferred navigation language on the top right.

To proceed with registration, select the button "**Sign in**" next to "Guest User" at the top right:



On the next screen, in case it is the first time you log in, you need to register a new account, so click on "**Create an account**":



In the next registration screen, fill in the required data. In particular are mandatory:

- Email
- Full name
- Password (and password confirmation)



The choice of password is personal and should be kept for future access to the portal.

Osai
automation systems

Sign In, Guest User Sign In

Open a New Ticket Check Ticket Status

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address

Full Name

Phone Number Ext:

Preferences

Time Zone:

Access Credentials

Create a Password:

Confirm New Password:

In case you forget your password for a future access, the following screen will appear and, at first access denied, you need to select **"Forgot My Password"**:



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Sign In, Guest User Sign In

Open a New Ticket Check Ticket Status

Access denied

Sign in to Osai A.S. SPA

To better serve you, we encourage our Clients to register for an account.

Sign In

Email or Username

Password

[Forgot My Password](#)

I'm an agent — sign in here

Not yet registered? [Create an account](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

2. HOW TO OPEN A REQUEST (TICKET)

Access the portal from the following link:

<https://osai-as.com/osai-ticket-platform/>

and then press “**ENTER THE SERVICE**” button:

Osai Ticket Platform.

Unique access point for customer's requests management.

Osai Ticket Platform is a unique and **priority channel** for all needs related to the Osai's products **after sales services**, and it guarantees a **Fast and efficient** answer to customer requests.

Thanks to an advanced ticketing system, a worldwide network of service providers, and the availability of the best information technologies, field staff can set on an audio/video streaming session to share their point of view with one of our remote operators and thus intervene quickly and efficiently.

- Documentation
- Intervention request
- Spare parts quotation requests
- Remote support
- Software and System upgrading
- Training

A priority channel for collecting and handling customer requests.

With a simple and intuitive interface, you can access your private area. Inside this area you may request support, supervise the status of requests, and find all the informations and the personalized communications from our service staff.

- Help desk with dedicated operators
- Faster answers
- User friendly interface
- Browsed based
- Response time within 4 working hours
- Unified system to track&trace requests&issues
- Clear identification of customer's needs

ENTER THE SERVICE **ONLINE REGISTRATION INSTRUCTIONS**

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To proceed with login to your user area, on the next screen, select the “**Sign in**” button next to “Guest User” at the top right:

Osai
automation systems

Sign In, Guest User Sign In

Open a New Ticket Check Ticket Status

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

OPEN A NEW TICKET

Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

CHECK TICKET STATUS

Enter your credentials chosen during registration, and press the "**Sign in**" button:

Osai
automation systems

Sign In, Guest User Sign In

Open a New Ticket Check Ticket Status

Sign in to Osai A.S. SPA

To better serve you, we encourage our Clients to register for an account.

Sign In

Email or Username
Email or Username

Password
Password

SIGN IN

I'm an agent — sign in here

Not yet registered? [Create an account](#)

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

In the next screen select the reason you are opening the ticket from the drop-down:

Help Topic

Select a Help Topic

- Implementation/Update
- Request for Parts
- Technical Assistance Request
- Technical Documentation Request
- Training

Create Ticket Reset Cancel

Fill the form with information requested, mandatory fields have the red asterisk.

Enter as much information as possible, details can help to have a faster solution; it is possible to send pics or videos (max 20Mb).

Carefully read the general conditions before putting the check, then conclude the operation by clicking the green button "**Create ticket**":

Osai
SILVIA STRAZZA PROFILE TICKETS (0) SIGN OUT

Knowledgebase Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email
Client

Help Topic
Technical Assistance Request

Ticket Details
Please Describe Your Issue

Serial Number *
(see the CE Label)

Reference Person *

Reference Person Mail

Other reference Person
if you want to add another reference

Other reference Person Mail

Details on the reason(s) for opening the ticket.

Drop files here or choose them

General Condition *
I declare to have read and accepted the general conditions of assistance / spare parts request

Create Ticket Reset Cancel

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Every time there is an answer or new information in the ticket, you will receive an email from a "No reply" sender.



Do not respond to this email directly, you must access the ticket from your user profile to do so.

In the email there is a link for fast access to the login area:

Da: noreply@osai-as.com <noreply@osai-as.com>
Inviato: giovedì 3 dicembre 2020 09:16
A: your@email
Oggetto: New Message Alert

-- reply above this line --

Hi MS/MR xxxxx,

New message appended to ticket #123456

From: xxxxxxxxxxxx - %{ticket.user.organization}
Department: Aftersales

To view or respond to the ticket, please [login](#) to the support ticket system
Your friendly Customer Support System
powered by OSTicket

