


CCC3 Customer Quick Reference Guide





Email Address

Log in

Don't have an account?

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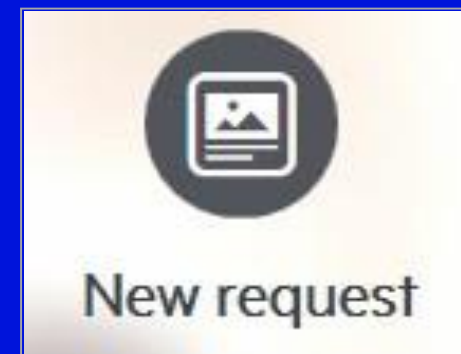
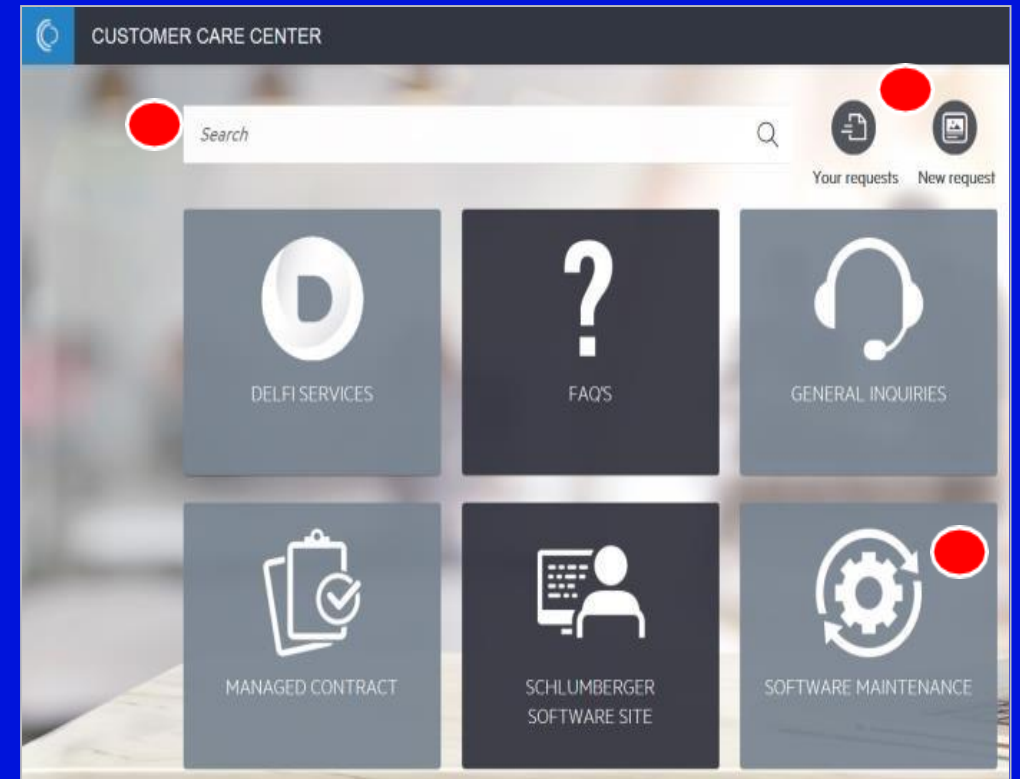
Register/Login
Click **Register/Login** to begin the authentication process.

You may need to re-authenticate your profile to access CCC. Once you have logged in (www.software.slb.com), you will see the new CCC Service Portal interface.



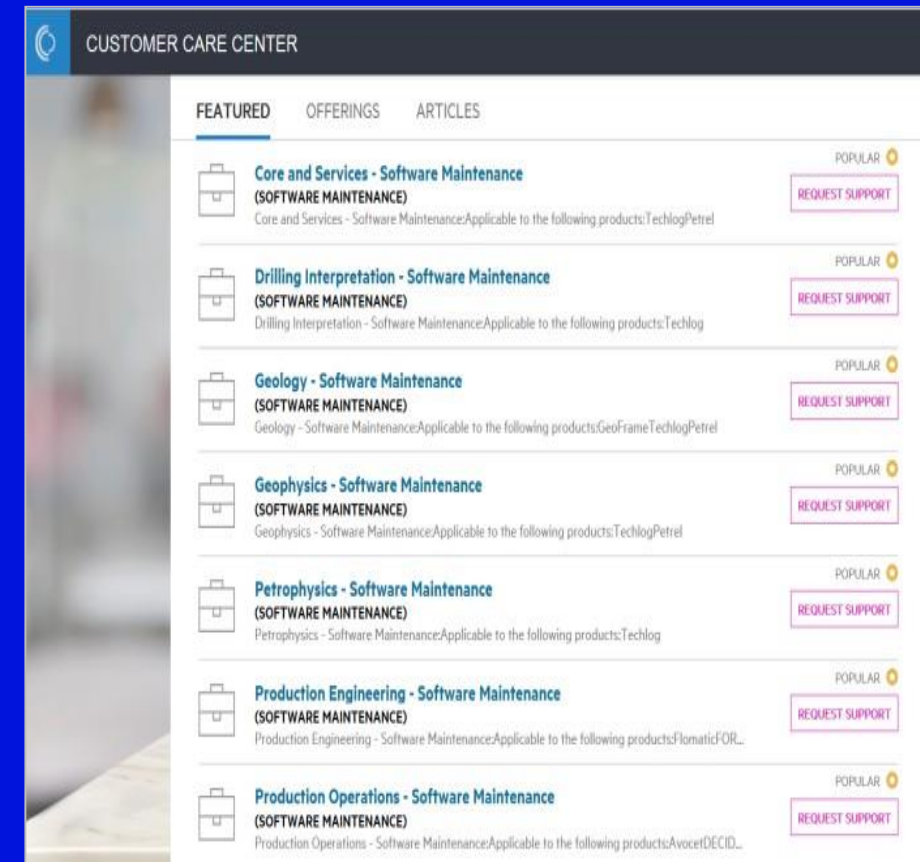
Option 1 :

- Create a Service Request via New Request
- From the Service Portal, Click New Request on the top right.
- A new request form will be opened.
- Complete the Title and Description fields.
- Select the relevant option under the **Service Definition, Offering, Product and Module** fields.
- Click **Submit**.



Option 2:

- Create a Service Request via Service Catalog
- Click on the relevant menu that you wish to create a support request for e.g., Software Maintenance or Search for the Product you are asking for support for.
- A list of product offerings will be displayed
- Click Request Support on the Product Offering that you would like to create a Request for.

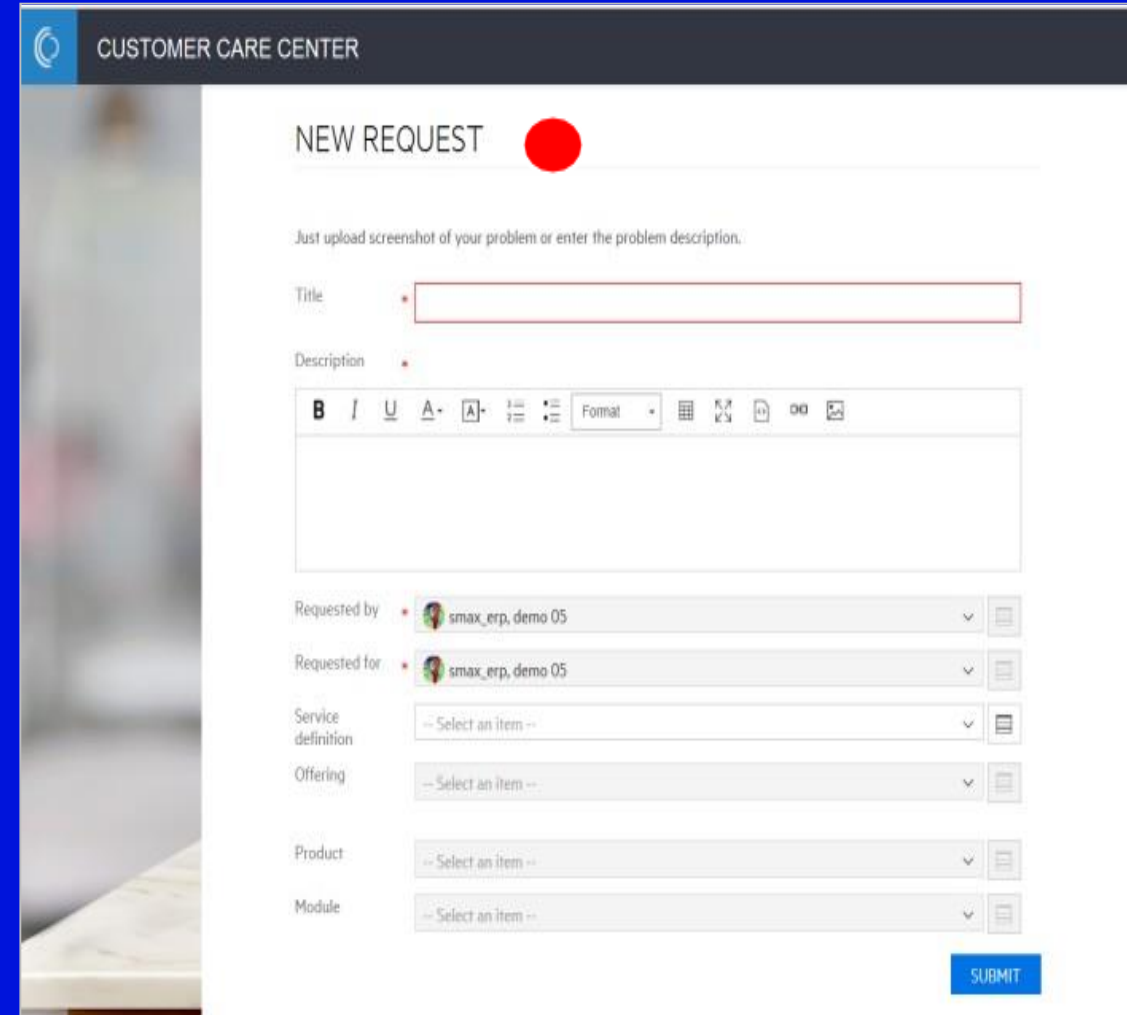


REQUEST SUPPORT



Option 3:

- A New Request Form will be opened.
- Complete the Problem description field.
- Select the relevant option under How is this affecting you?, Product and Module fields.
- Click Submit
- Once you click submit, you will get a confirmation that your request is created.



The screenshot shows a web interface for a 'CUSTOMER CARE CENTER'. The main heading is 'NEW REQUEST' with a red circular icon to its right. Below the heading, there is a prompt: 'Just upload screenshot of your problem or enter the problem description.' The form contains several fields: 'Title' (a text input field), 'Description' (a rich text editor with a toolbar including bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, insert image, and print), 'Requested by' (a dropdown menu with 'smax_erp, demo 05' selected), 'Requested for' (a dropdown menu with 'smax_erp, demo 05' selected), 'Service definition' (a dropdown menu with '-- Select an item --'), 'Offering' (a dropdown menu with '-- Select an item --'), 'Product' (a dropdown menu with '-- Select an item --'), and 'Module' (a dropdown menu with '-- Select an item --'). A blue 'SUBMIT' button is located at the bottom right of the form.

View your current/historical requests

- Click your requests on the top right.
- View your current tickets under open.
- View your historical tickets under closed.

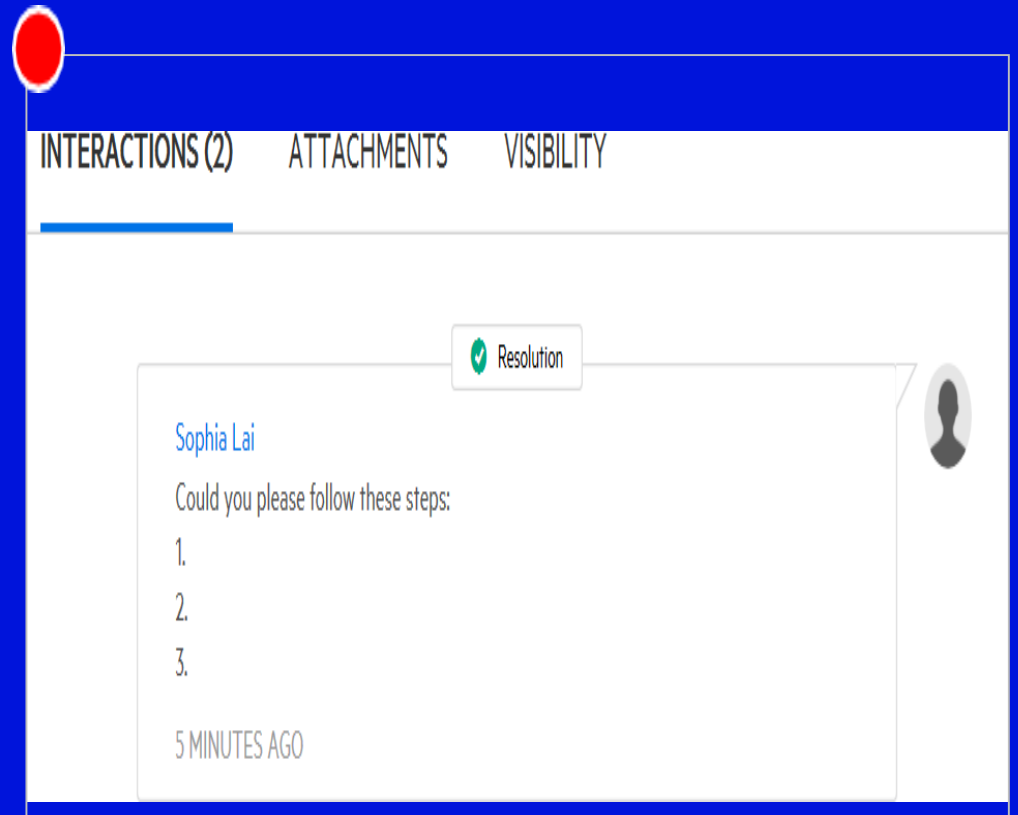
How to Communicate with the Support Agent

- You may be asked for more information during the resolution process, or you may want to ask for an update.
- Use your email or the interactions section of the ticket.
- All the email exchanges will be logged under Interactions.
- Of course, you can call us anytime.

The screenshot displays the SLB support portal interface. At the top, there is a search bar and navigation icons for 'Your requests' and 'New request'. The main section is titled 'YOUR REQUESTS' and features four tabs: 'OPEN (51)', 'CLOSED (58)', 'FOLLOWING (0)', and 'PUBLIC (0)'. A red circle highlights the 'OPEN (51)' tab. Below the tabs, a request card is shown for '114674: New Request Test by Sophia- 28Jan2019', with a sub-header 'Help...thing is crashing again.' and a '2 hours ago' timestamp. A progress bar and 'Classification' label are also visible. Below the request card, there is a 'View full details' link and a 'MARK AS SOLVED' button. The 'INTERACTIONS (0)' tab is selected, showing a text input field with a rich text editor toolbar. The text in the field reads 'When can I have an update?'. An 'Add' button is located at the bottom right of the interaction form.

How to close a service request ?

- Upon resolution of your request, you will receive an email from CCC.
- View the resolution on the email body. Or login to CCC,
- Review the resolution under the Interactions section.
- Accept or Reject the resolution.
- If you Accept, your service request will be closed.
- If you reject, your service request will be open.
- If we don't hear from you for 3 days, your service request will be closed.



INTERACTIONS (2) ATTACHMENTS VISIBILITY

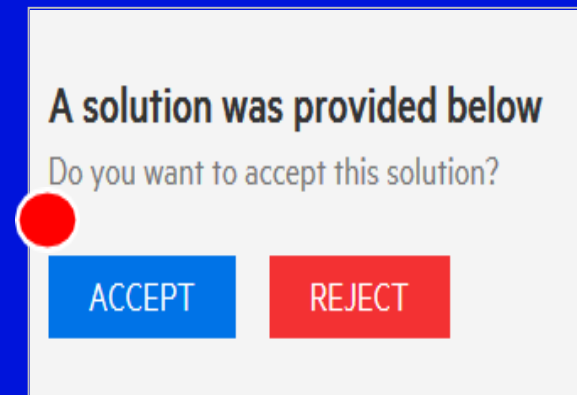
Resolution

Sophia Lai

Could you please follow these steps:

- 1.
- 2.
- 3.

5 MINUTES AGO



A solution was provided below

Do you want to accept this solution?

ACCEPT REJECT

