CCC3 Customer Quick Reference Guide
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.
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.
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.
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.
How to escalate a Service Quality Issue or give feedback?

- If you have any concerns or feedback, submit an Escalate Form by going to www.software.slb.com/escalate.

- Describe the issue and the CCC request number that the issue refers to.

- Someone from SIS will follow up with you to resolve the issue.

- For more resources, go to SIS Software Support on www.software.slb.com or contact your local CCC support center.