



# SIS CCC Customer User Guide

Version 1

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## Introduction

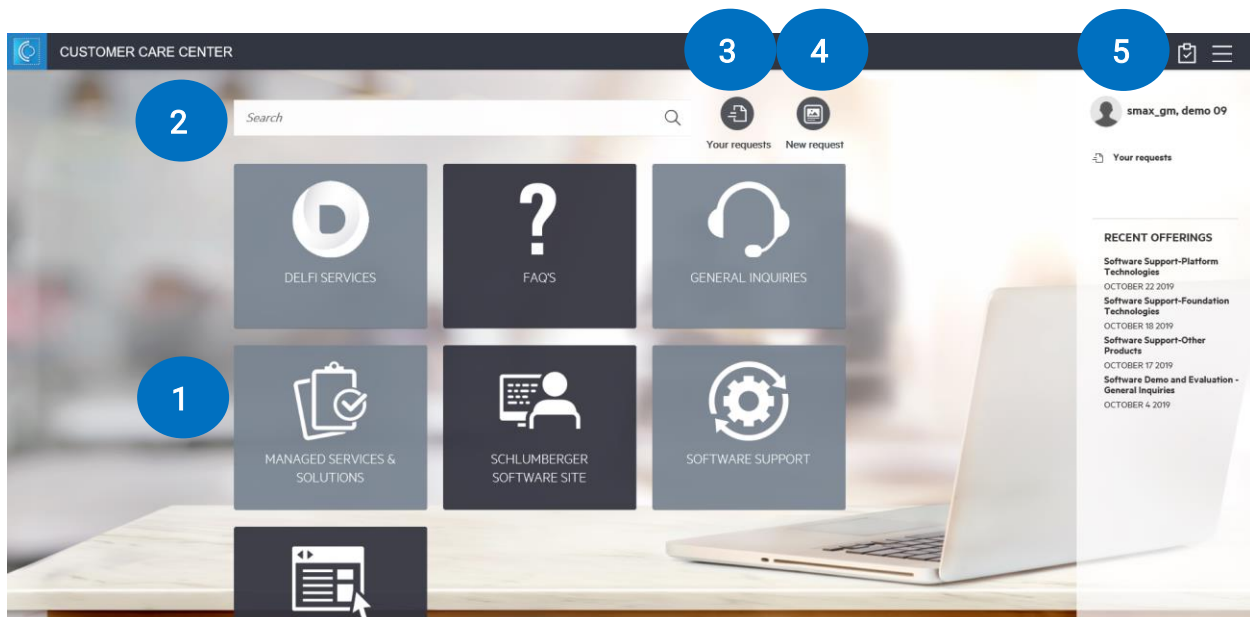
The Customer Care Center (CCC) is the service management system used to capture customer support request either via phone, email, chat or directly submitted in the CCC interface.

It has an online Service Portal that can be accessed through the Tickets area on the Software Support Portal ([www.software.slb.com](http://www.software.slb.com) > Support > Support Services > Tickets).

## CCC Service Portal

Service Portal consists of

1. **Service Catalog**, a menu of different service offerings, allows you to select and to create a new support request.
2. **Search bar**, allows you to search for SIS service and product offerings and create a new support request from the matching offerings.
3. **Your Requests**, a feature that allow you to view all your active and closed requests.
4. **New Requests**, an option that enable you to create new support requests.
5. **Notification feature**, a reminder when your action is required.



In the following sections, we will guide you through:

- How to create a new request?
- How to check the status of my request?
- How to interact with CCC?
- How to Accept/ Reject resolution from support?
- How to provide feedback?

## How to create a New Request?

1. There are three options for you to create a **New Request**. Each option will open a New Request form for you to fill in.

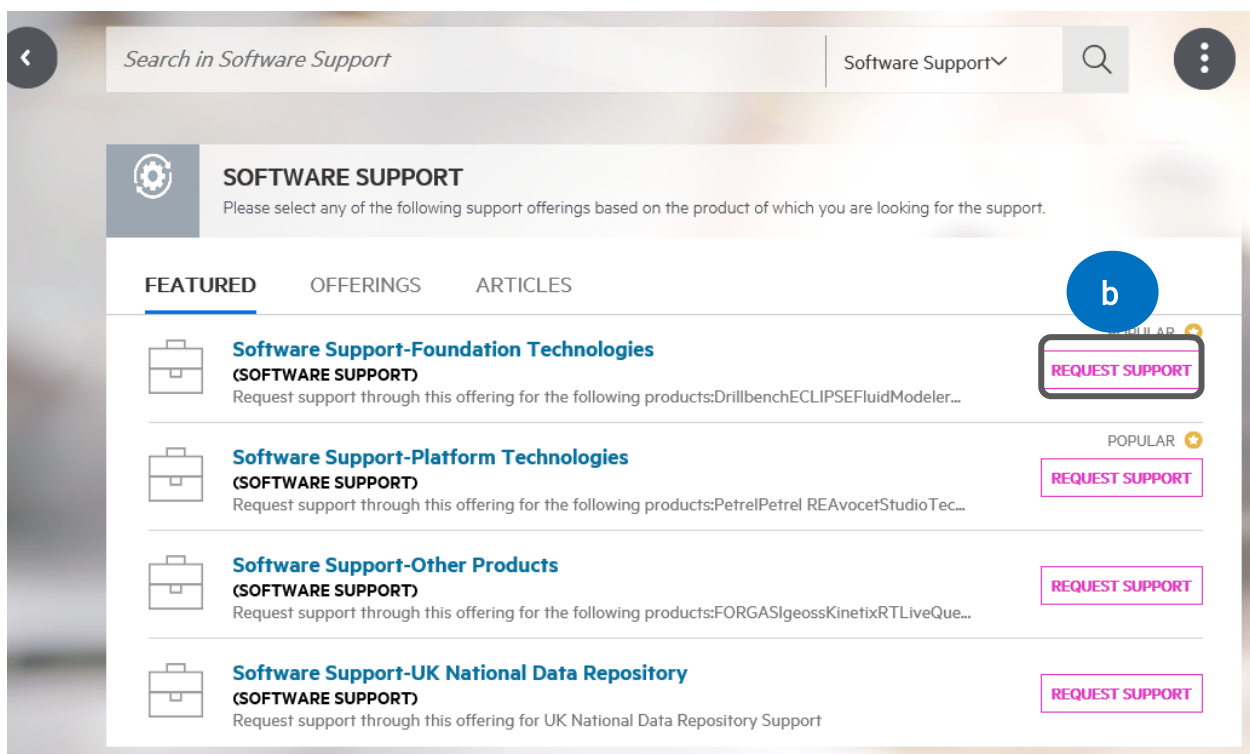
### Search the Catalogue using keywords

- Type the relevant keywords, i.e. Petrel, Techlog, OFM, etc, click Search.
- A list of Product Offerings matching the keyword will be displayed.
- Click **Request Support** next to the Product Offering that you wish to create a support request for.

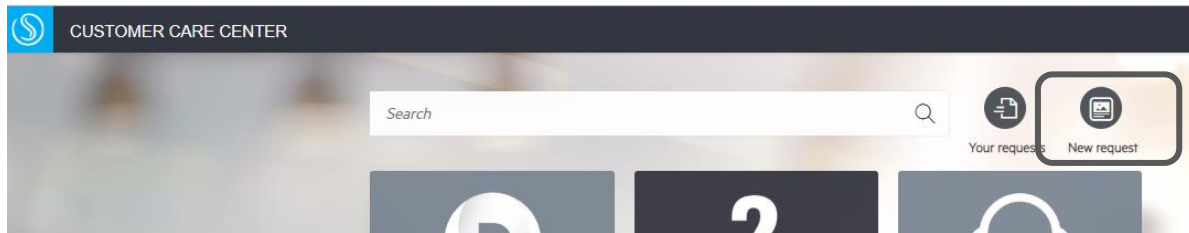
The screenshot shows the search results for the keyword 'petrel'. At the top, there is a search bar with 'petrel' entered and a magnifying glass icon. To the right of the search bar are icons for 'Your requests' and 'New request'. Below the search bar, the results are displayed under the heading 'Showing results for petrel'. There are filter options: 'Filter by' with checkboxes for 'Knowledge', 'Offerings' (checked), 'Public requests', and 'Requests'. The first result is under the heading 'Software Support-Platform Technologies' and lists products: 'Petrel', 'Petrel RE', 'Avocet Studio', 'Techlog Omega', 'Petrel Exploration Geology Ocean Framework for Studio', 'Ocean Framework for Techlog Ocean Plug-ins for Petrel', and 'SLB Ocean Plug-ins'. A 'REQUEST SUPPORT' button is highlighted with a red box and a blue circle labeled 'b'. The second result is under the heading 'Software Support-Other Products' and lists products: 'FORGAS Igeoss KinetixRT LiveQuest Ocean Plug-ins for Petrel', 'SLB Ocean Plug-ins for Petrel', 'WG Ocean Plug-ins for Studio', 'SLB Ocean Plug-ins for Studio', and 'Third Party Ocean Plug-ins'. A 'REQUEST SUPPORT' button is also highlighted with a red box. At the bottom, there is a message: 'Not finding what you are looking for? Please try different keywords or [Select from categories](#)'.

Click the menu selection on Service Catalogue.

- Click on Software Support, Managed Services and Solutions, DELFI Services or General Inquiries.
- A list of Product Offerings will be displayed.
- Click **Request Support** next to the Product Offering you wish to create a support request for.



## New Request option



2. A Request form will open using any of above methods for you to start filling in:

- a. **Enter a Description.** You can also drag and drop images or screenshots. Reminder: Do not attach any *data* files here. Use the *Secure Data Exchange*.

NEW REQUEST

---

Just upload screenshot of your problem or enter the problem description.

Description \*

**B** *I* U A- A-

- ☰
- ☰

 Normal - ☰ ☰ ☰

☰ ☰

new request

- b. **Select impact**

How is this affecting you? \*

This issue disrupts my work

I am blocked from doing my job

This issue partially blocks my work

This issue disrupts my work

I can continue to work

-- Select an item --

- c. **Choose Service information**

Service definition \* Software Support

Offering \* Software Support-Platform Technologies

If you chose to create your request by searching/browsing the catalogue, you will not be required to fill in Service information

d. Choose the relevant **Product** information

Product \* Petrel

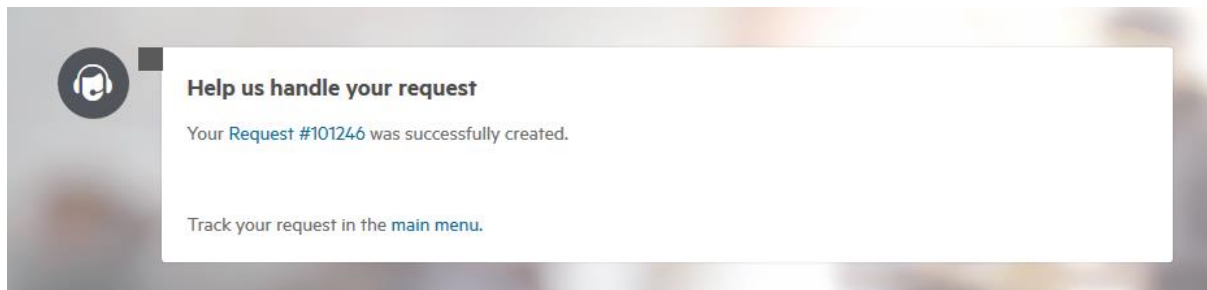
Module \* Geology

e. Click **Submit**

.....

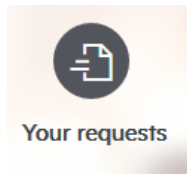
SUBMIT

You will receive an on-screen confirmation that your request has been successfully created. CCC will also send you an email containing your Request number.



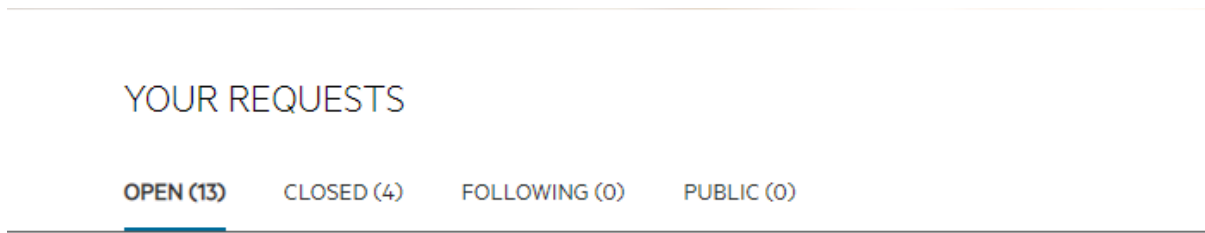
## How to view the status of an existing Request?

To view the status of a Request, go to *Your requests*

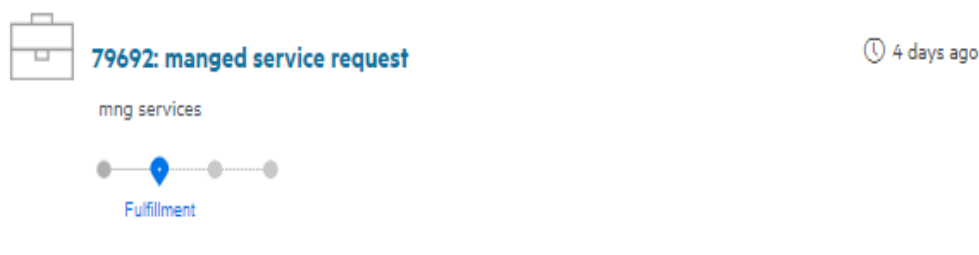


This will open a list of Requests recorded under your user name

- Active requests are found under *Open*
- Closed requests are found under *Closed*



- You will notice in the list of Requests, a blue dot under each saying either **Classification, Fulfilment, Validation or Done**. These are called meta-phases in the support system. Below is the description of what each of this meta-phase means:



- **Classification:** We have received your request and it is waiting to be assigned to an individual support person.
- **Fulfilment:** Your request has been assigned. An individual support person is working towards providing you with a resolution.



# Schlumberger

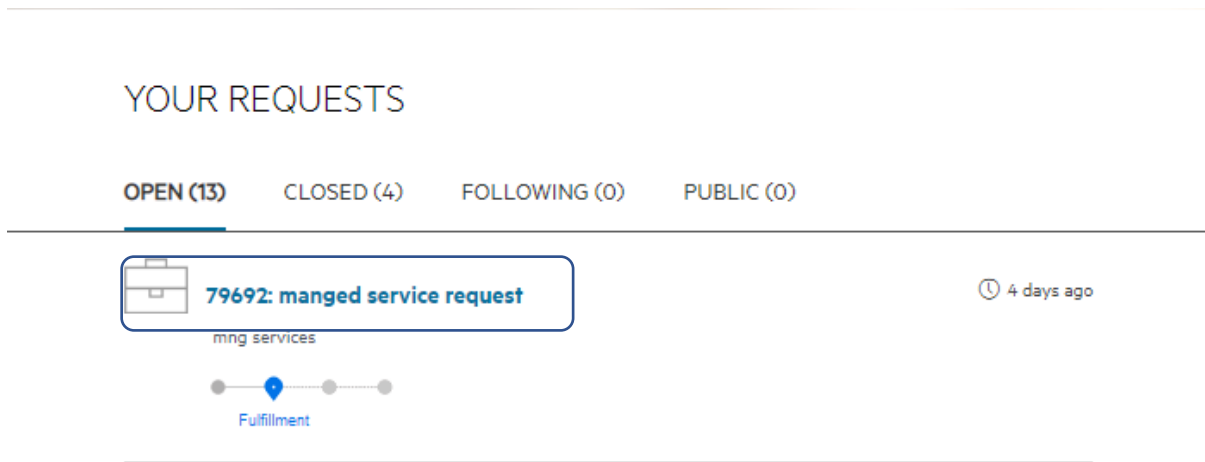
- **Validation:** We have proposed you a solution and are waiting for you to accept or reject this; or you have rejected the resolution and we are now assessing how to best help you. This could mean reworking the solution taking into account your comments or escalate to one of our product expert teams.
- **Done:** You have accepted the provided resolution; *or* you have marked the request as resolved yourself on the Service Portal.

## How to interact with CCC?

You may be asked for more information during the resolution process or you may want to chase for an update on your existing request.

You can either reply to the email that you received from CCC or use *Interactions* feature under your service request.

Go to *Your requests*.



- Click on the specific service request.
- You will notice there is an *Interactions* box at the bottom. This is where you can communicate with the support person. You can drag and drop screenshots here, or use the *Attachments* section next to interactions, to exchange small size files. Do not attach data here.
- Remember to click *Add* when you finish typing.

**101246** | IT SUPPORT REQUEST

CLASSIFICATION

## Core and Services - Software Maintenance

smax\_gm, demo 09 (4 minutes ago)

this is my description of the request

[View full details](#)

✓ MARK AS SOLVED

**INTERACTIONS (0)**   ATTACHMENTS   VISIBILITY

**B**   *I*   U   A-   [A]-   ☰   ☷   Format -   [Table]   [Link]   [Unlink]   [Link Icon]   [Image]

Add

- You can also view updates coming from the support person, such as the assignment of your Request to a Service Desk, Requests for information or the provision of a Solution.
- Each interaction will have a little box on top of it letting you know what it is all about, i.e. Status Update, Request for More Information, Resolution, etc.

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Status update

Request has been assigned

2 MINUTES AGO

Request more information

[Yadav, Lizette Apel](#)


Hello Demo 09

Here are a few questions from us at Support to help us find the right solution:


- 1)...
- 2)...






Kind Regards,  
Support

A FEW SECONDS AGO



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**B** *I* U A- **A-**  $\frac{1}{2}$   $\frac{3}{2}$   $\frac{1}{2}$   $\frac{3}{2}$  Format -     

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## How to communicate with CCC outside the Service Portal

- Reply to the email that you received from CCC with your specific request number. All the email exchanges are logged under Interactions section for a specific service request.
- Use CCC Phone system: Keep your Customer ID or Request number ready. If you cannot remember these details do not worry, just provide support with the email address you registered with.

## How to accept or reject solutions from support?

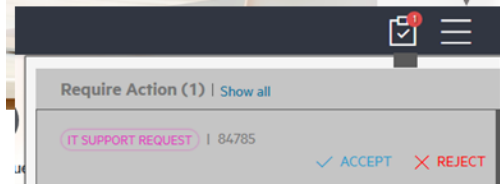
When a resolution has been provided by Support, you are given an opportunity to Accept or Reject the resolution.

You will receive an email notification that a resolution has been provided.

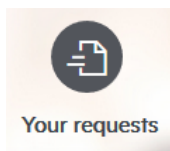
You can either view the resolution provided on the email body itself or login to CCC, go to **Interactions** section, look for Resolution.

# Schlumberger

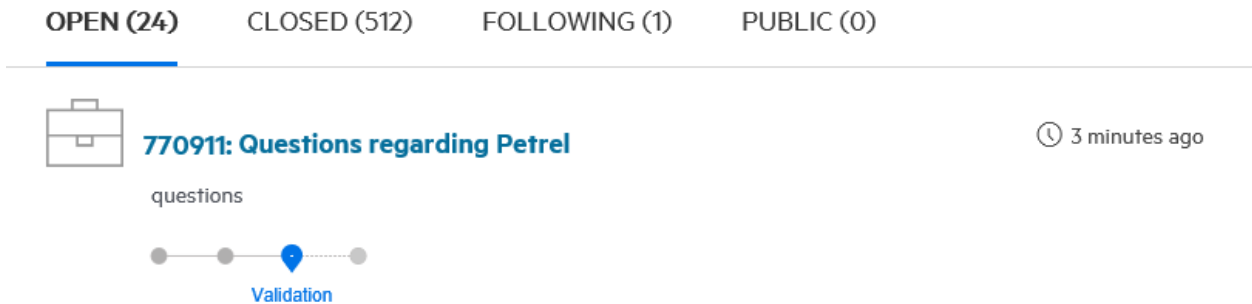
The *Accept* or *Reject* button will be shown as a reminder in the top right corner. It will also be shown on the Service Request itself.



Open the Request from the reminders box; or from **Your Requests** option.



Click the request number.



With the Requests open, review the solution details from the Interactions.

✓ Resolution

**Solution:**

Here is a solution  
Please follow these steps  
1....  
2....  
Kind Regards,  
Support

A FEW SECONDS AGO

If you are satisfied with the solution, click *Accept*

A solution was provided below

Do you want to accept this solution?

ACCEPT

REJECT

- Once you click Accept, the Request will be shown under the Closed tab. At this point in time, it can no longer be re-opened.

This request is closed.

OPEN (23)

**CLOSED (513)**

FOLLOWING (1)

PUBLIC (0)



**770911: Questions regarding Petrel**

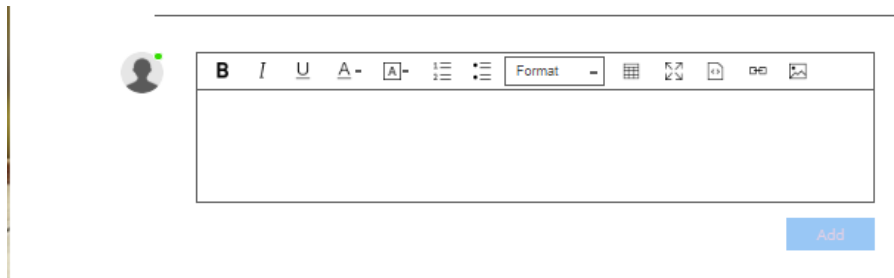
🕒 4 minutes ago

questions



If the provided solution does not meet your expectations, click *Reject*

- Add some information in the interactions box describing how the solution did not resolve your Request.

A screenshot of a text editor interface. On the left, there is a small circular profile icon. To its right is a horizontal toolbar containing various text formatting icons: bold (B), italic (I), underline (U), text color (A-), background color (A-), bulleted list, numbered list, a 'Format' dropdown menu, table, link, unlink, print, and image icons. Below the toolbar is a large, empty rectangular text input area. At the bottom right corner of the input area, there is a blue button with the text 'Add'.

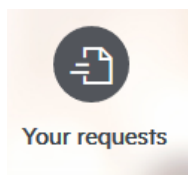
- We will now work to provide you with a new solution as soon as possible.

Please note that Requests that are not accepted/rejected by you will be auto-closed by CCC after 3 days.

## How to close an obsolete Request?

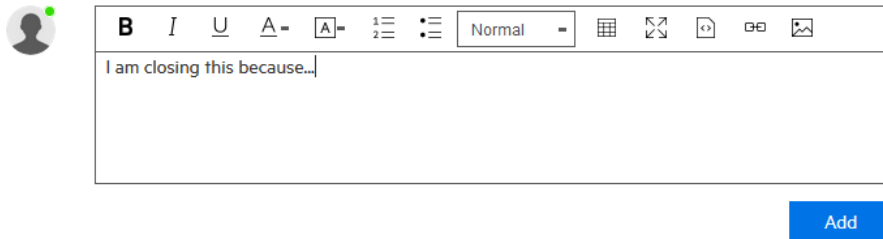
If you have found a solution yourself, or raised a Request by error, you can close the Request in the Service Portal.

1. Open the Request from *Your Requests*



With the request opened:

2. Optional: Enter information in the interactions box and click add

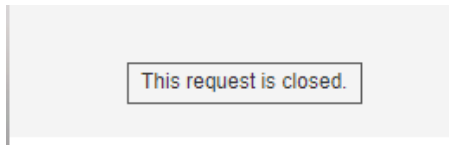


A screenshot of a text editor interface. On the left is a profile icon. The toolbar includes bold (B), italic (I), underline (U), text color (A-), background color (A+), bulleted list, numbered list, a dropdown menu set to 'Normal', a table icon, a link icon, a search icon, and an image icon. The text input field contains the text "I am closing this because..". Below the input field is a blue "Add" button.

### 3. Click *Mark as Solved*



### 4. The request will show as *Closed* and can be found under your list of Closed Requests.

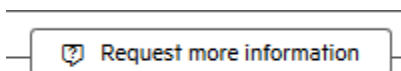


Alternatively, respond to the email notification received from CCC on that specific Request so we can close the service request on your behalf.

## If we do not hear from you

If we have asked you for more information, but do not hear from you, CCC will automatically remind you after 3 days. If we do not hear from you within 15 days, CCC will automatically close your Request.

You will see "Request more information" under Interactions section if a service request is pending for more information from you to proceed with further troubleshooting and investigation.

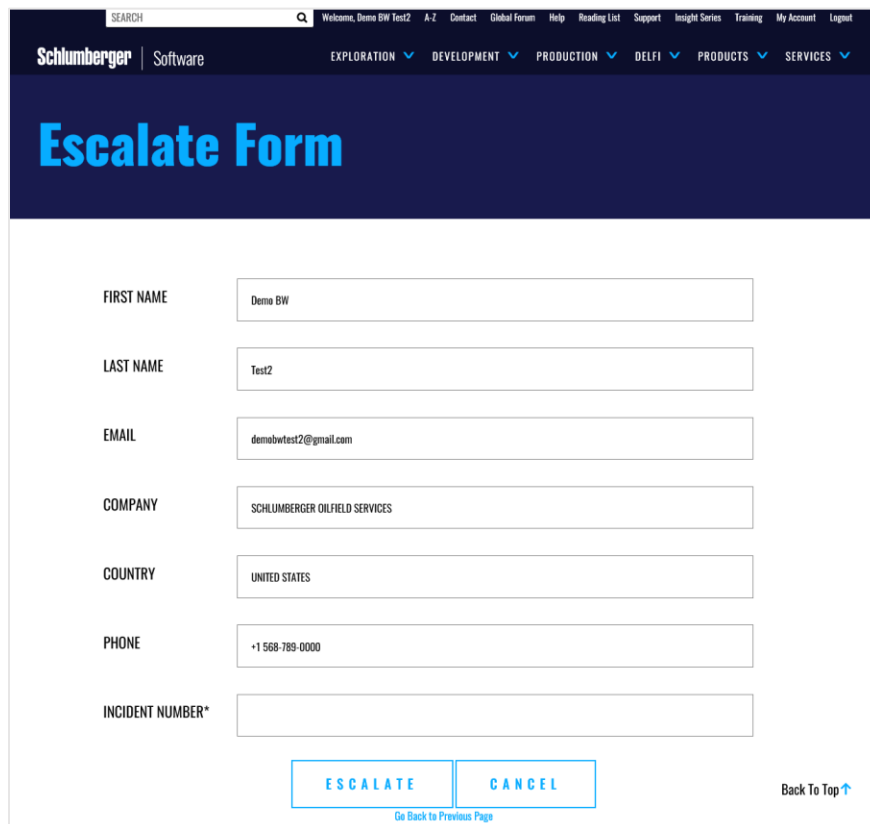


If a service request has been closed, you will not be able to update it and will need to create a new request for subsequent interactions.

## How to provide feedback on Service Quality?

You can raise any service quality concerns or praise related to Support on the SIS Software Support Portal. Go to Support > Support Services > Escalate. You will find an *"Escalate Form"*.

Please provide the related CCC Request number when doing so. Someone from SIS will reach out to you to rectify the situation.



The screenshot shows the Schlumberger Software Support Portal's "Escalate Form". The page has a dark blue header with the Schlumberger logo and navigation links. The form itself is white with a dark blue title bar. It contains several input fields for user information and a final incident number field. At the bottom, there are two buttons: "ESCALATE" and "CANCEL", and a "Back To Top" link.

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PHONE	+1 568-789-0000
INCIDENT NUMBER*	

[ESCALATE](#) [CANCEL](#) [Back To Top](#)

[Go Back to Previous Page](#)