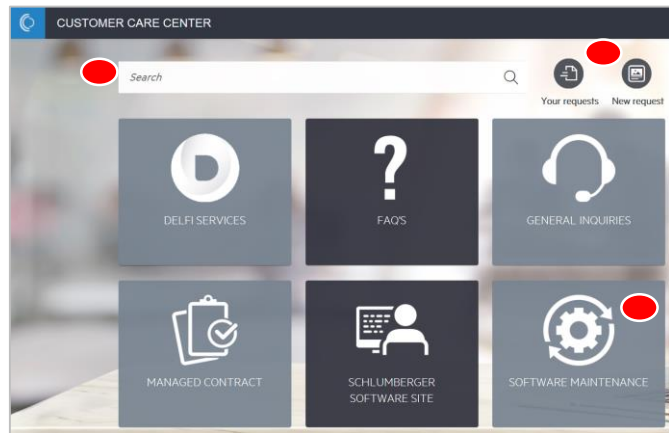
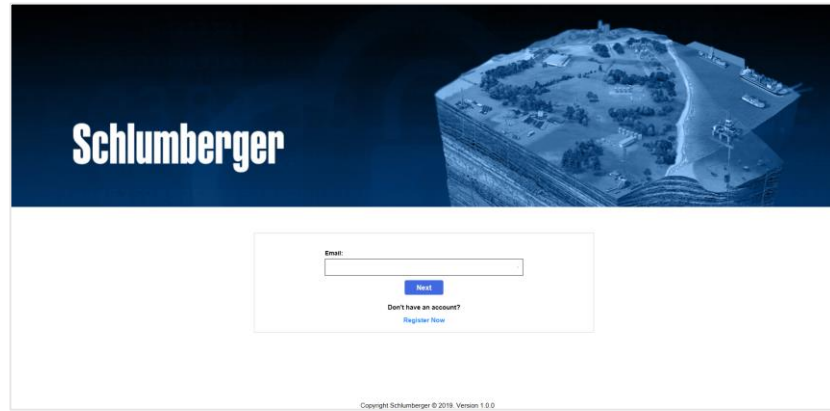


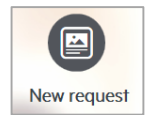


Login

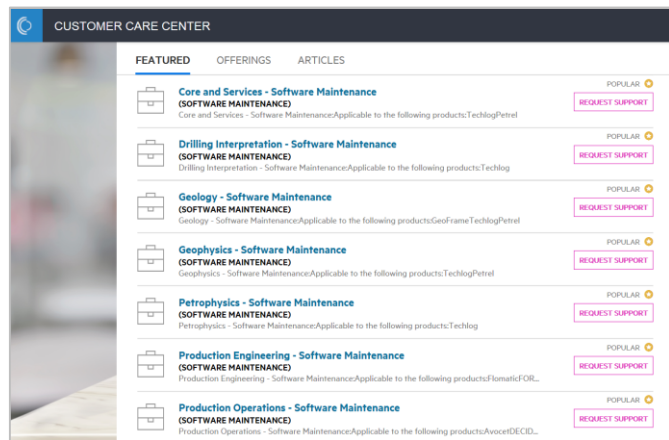
You may need to re-authenticate your profile to access CCC. Once you have logged in, you will see the new CCC Service Portal interface.



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**.

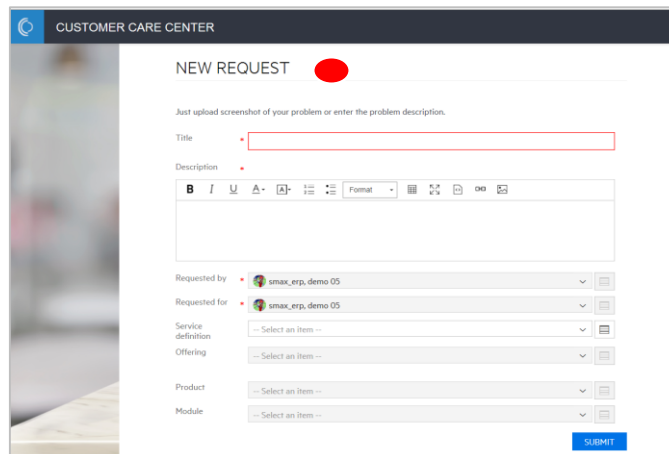


Option 2: Create a Service Request via Service Catalog

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.

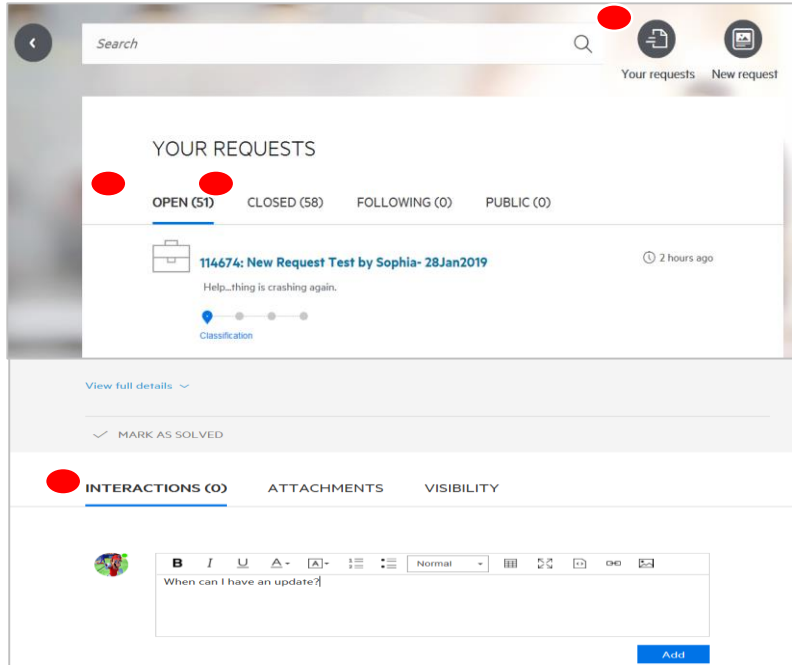


Click **Request Support** on the product offering that you would like to create a request for.



A new request form will be opened. Complete **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 has been created.



View your current/ historical requests

Click **Your requests** on the top right.

View your current tickets under **Open**.

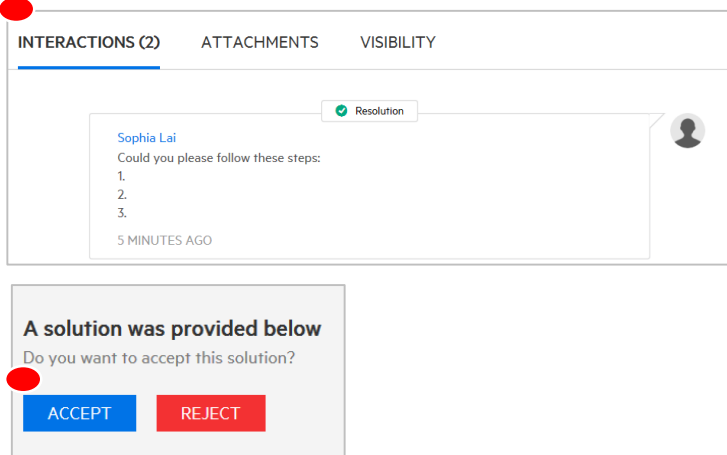
View your historical requests under **Closed**.

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 stay open

If we don't hear from you after 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 a 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.