

Support news

We have made our help page clearer so that you can find answers to your questions more quickly in the future.

Our new support system also offers you faster communication channels and interaction options with our experienced support team.



Support “Help required”

The most frequently asked questions are listed by default.

All questions about the individual products can now be found in the navigation menu. Click on a product and subcategories appear. All available questions are listed on the right.

The screenshot displays the Mercedes-Benz support website interface. At the top, the Mercedes-Benz logo is on the left, and navigation links for 'Product information', 'Need help?', 'Standardised navigation', 'Provider/Data privacy', and 'EN' are on the right. A search bar and a user profile 'Logout (Max Mustermann)' are also present. Below the header, the page title is 'Vehicle list'. The main heading is 'How can we help you?' with a subtext: 'Search for keywords, explore the most common questions below or check the help categories at the bottom of the page.' A search bar with the placeholder 'Search for keywords' is provided. On the left, a navigation menu is shown with categories: 'Account', 'Original Teile', 'Original Tauschteile', 'Original Star Parts', 'Chemische Produkte & Pflegeprodukte', 'Mercedes-Benz Genuine Parts and Products', 'Payment & Billing', 'Software', 'Orders', 'Technical issues', and 'SERMI authentication'. The 'Payment & Billing' category is highlighted. On the right, a section titled 'Frequently asked questions' lists several questions with expandable arrows. At the bottom, there are two options for getting help: 'Contact your retailer' (with 'Log in' and 'Register' buttons) and 'Ask for help' (with a 'Create a new support ticket' button).

Support “Need more help?”

Your authorized Mercedes-Benz partner is also at your disposal. The contact data of your retailer is available in the logged-in area.

Or submit a support request to our support team. To do so, click on “Create a new support ticket”.

The screenshot shows the Mercedes-Benz support website. The top navigation bar includes the Mercedes-Benz logo, 'Product Information', and a 'Need help?' link circled in blue. Below the navigation bar, the page title is 'Vehicle list' and the user is logged in as 'Autohaus Cottbus (AHC) GmbH'. The main heading is 'How can we help you?' with a search bar. The left sidebar contains a menu with 'Account', 'Original Teile', 'Original Tauschteile', 'Original Star Parts', 'Chemische Produkte & Pflegeprodukte', 'Mercedes-Benz Genuine Parts and Products', 'Payment & Billing' (circled in blue), 'Software', 'Orders', 'Technical issues', and 'SCRM authentication'. The main content area features 'Frequently asked questions' with several questions listed. At the bottom, there are two boxes circled in blue: 'Need more help?' with 'Contact your retailer' and buttons for 'Log in' and 'Register', and 'Ask for help' with a 'Create a new support ticket' button.

Support Create support request

The questionnaire for B2B Connect opens in the Xentry Support System (XSS).

1. Optionally and only if applicable, you can change your dealership here and grant colleagues access to your request.
2. Now select the topic for your request.
3. Depending on the topic, further information is requested. Please fill it out accordingly.
4. Now click on "Submit ticket".

The screenshot shows the B2B Connect support request form. The form is titled "B2B Connect" and has a "Submit ticket" button in the top right corner. The form is divided into several sections:

- Request for**: A dropdown menu with "a" selected and "1" next to it.
- Quantity**: A dropdown menu with "1" selected.
- This field will be filled by the app B2B Connect**: Three radio buttons: "Login or registration issues (API)", "Enabling the preparation of a ticket (by API)", and "None" (selected).
- Outlet**: A text input field containing "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V." with a "1" callout.
- Which colleagues from your outlet should be able to access the ticket apart from you?**: A dropdown menu with "Select" and a "1" callout.
- Ticket content:**: A section with a "2" callout containing:
 - What type of support request do you have? (required)**: A dropdown menu with "Select" and a "2" callout.
 - What type of support request do you have? (required)**: A dropdown menu with "Workshop equipment ordering" selected and a "3" callout.
 - Please create the ticket in English or German.**
 - Please provide an UMAS Order number here**: A text input field.
 - Please describe your problem in a few sentences. (required)**: A text area.
 - Please attach any relevant files**: A section with a "4" callout containing:
 - E.g. Invoice, Return Shipment forms, Location Change forms, liquidation form or any other relevant forms or screenshots**
 - Attach Files** or drag and drop files here
 - Maximum file size: 10,00 MB
 - Maximum file count: 15

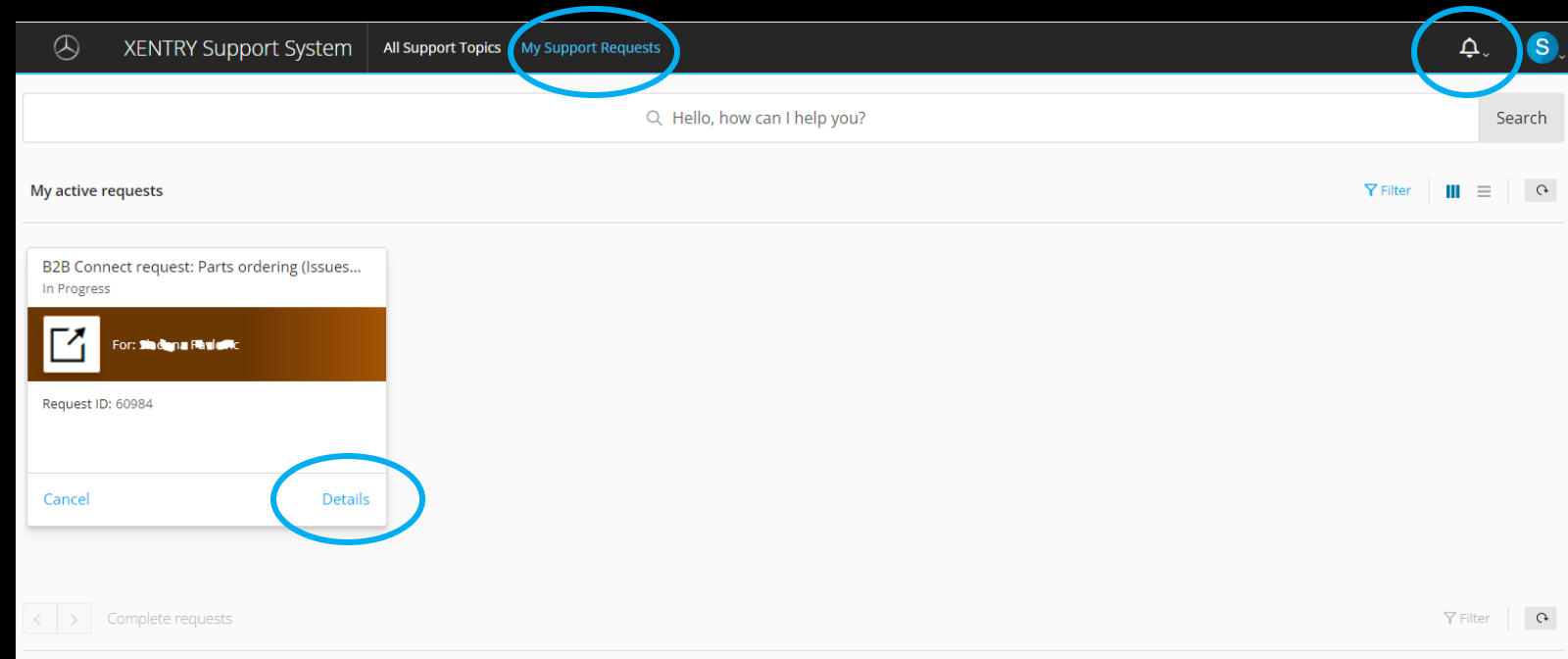
Support

Track support ticket

Your request now appears on the main page of the Xentry Support System (XSS) under "My Support Requests". Click on "Details" to open the request.

At the same time, you will receive an automatic confirmation e-mail with a link to XSS and your request.

For each new messages from our support, you will receive another e-mail with the link. In XSS, the number of new messages appears next to the bell symbol.



Support

Track support ticket

When you open a request, you will see an overview with the status of your request and all details.

Under "Comments" you communicate with our support team and read the messages, queries or solutions to you.

Click on "Add comment" to reply.

< My Support Requests Details

B2B Connect request: Parts ordering (Issues with parts catalogue/dealer locator/shopping basket)
In Progress

Status	Request ID	Quantity	Request for
In Progress	60984	1	ar /lo mercedes-b...

Progress

Submitted Approval **In Progress** Completed

Details

Submitted Oct 25, 2024 at 11:01 AM	Last updated Oct 25, 2024 at 11:01 AM	Requested for email sladana.pavlovic@mercedes-benz.com
Requested for phone +49 160 8668796	Requested for company Mercedes-Benz AG	This field will be filled by the app B2B Connect None
Outlet 11 - Mercedes-Benz Customer Assistance Center Maastricht N.V.	Which colleagues from your outlet should be able to access the ticket apart from you? Paloma Vigre Notario	What type of support request do you have? Parts ordering
What kind of problem do you have? Usage and technical issues with parts catalogue/dealer locator/shopping basket	Please describe your problem or question in a few sentences test	Please enter the VIN/FIN below WWZZZ1JZXW123456
Please enter the part number A123654	Please provide us with the name and address of your Authorized Service Partner any	

Comments (0)

Add comment

Cancel

Duplicate ticket

Collaborators

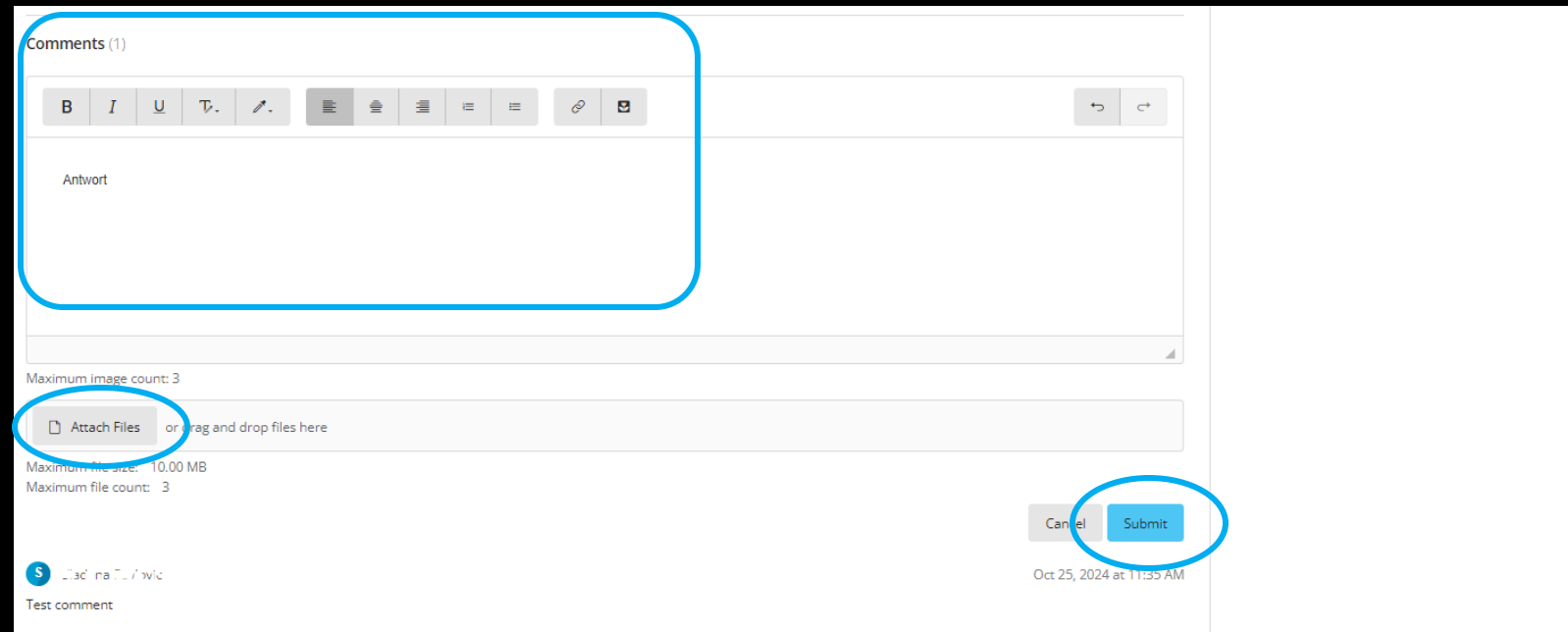
F m: V, P, - K r i s

Support

Track support ticket

You can now write a message and upload attachments if necessary.

Click on "Submit" to send your message.



The screenshot shows a web interface for adding a comment to a support ticket. The form is titled "Comments (1)" and contains a rich text editor with a toolbar for bold, italic, underline, strikethrough, and link. Below the editor is a text input field labeled "Antwort". A file upload section includes an "Attach Files" button and a drag-and-drop area, with limits for image count (3), file size (10.00 MB), and file count (3). At the bottom right, there are "Cancel" and "Submit" buttons. A user profile for "Diana T. / hvic" is visible at the bottom left, and the timestamp "Oct 25, 2024 at 11:35 AM" is at the bottom right. Three blue circles highlight the comment editor toolbar, the "Attach Files" button, and the "Submit" button.

Comments (1)

B I U T. ✎

Antwort

Maximum image count: 3

Attach Files or drag and drop files here

Maximum file size: 10.00 MB

Maximum file count: 3

Cancel Submit

Oct 25, 2024 at 11:35 AM

S Diana T. / hvic

Test comment

Support

Track support tickets

When queries are resolved or if no response is received from the requester within approx. 2 days, the request is closed.

You can reopen a closed request within 7 days. To do this, click on "Reopen".

Or you can use the "Duplicate Ticket" function if your problem has not been solved.

< My Support Requests Details

B2B Connect request: Purchasing / access issues (XENTRY WIS (Workshop Information System))
Completed

How was your experience requesting this item?
Click on a smiley face to begin. 😞 😟 😐 😊 😄

Status	Request ID	Quantity	Request for
Completed	47429	1	[Redacted]

Progress

Submitted Approval In Progress **Completed**

Details

Submitted Oct 16, 2024 at 12:13 PM	Last updated Oct 25, 2024 at 11:55 AM	Requested for email [Redacted]
Requested for company Mercedes-Benz AG	This field will be filled by the app B2B Connect None	Outlet [Redacted]
Which colleagues from your outlet should be able to access the ticket apart from you? Lorena Becker	What type of support request do you have? Purchasing / access issues	For which product do you require support? XENTRY WIS (Workshop Information System)
Please specify your issue Problem with purchasing or access	Please describe your problem in a few sentences. test	

[↩ Reopen](#)
[🔄 Duplicate ticket](#)

👤 Collaborators
[Redacted]