

# Tuki-uutiset

Olemme selkeyttäneet ohjesivuamme, jotta löydät jatkossa vastaukset kysymyksiisi nopeammin.

Uusi tukijärjestelmämme tarjoaa myös nopeammat viestintäkanavat ja vuorovaikutusvaihtoehdot kokeneen tukitiimimme kanssa.

# Tuki

## "Tarvitsetko apua?"

Kunkin luokan useimmin kysytyt kysymykset on lueteltu oletusarvoisesti.

Kaikki yksittäisiä tuotteita koskevat kysymykset löytyvät nyt navigointivalikosta. Napsauta tuotetta ja alaluokat tulevat näkyviin. Kaikki saatavilla olevat kysymykset on lueteltu oikealla.

The screenshot displays the Mercedes-Benz support website interface. At the top, the Mercedes-Benz logo and 'Mercedes-Benz' text are on the left. On the right, there are links for 'Product information', 'Need help?' (circled in blue), 'Standardised navigation', 'Provider / Data privacy', 'EN', 'Log in', and 'Register'. Below the header, the main heading is 'How can we help you?' with a subtext: 'Find answers to the most frequently asked questions below or have a look into our help documentation categories at the bottom of the page.' A search bar with the placeholder 'Search for keywords' is present. On the left, a navigation menu is shown, with the 'Account' section expanded and circled in blue. The 'Account' section includes: Registration, Sign-in, Password, User Management, Mercedes-Benz Genuine Parts and Products, Payment & Billing, Software, Orders, Technical issues, and SERMI authentication. On the right, the 'Account - the most frequently asked questions' section is circled in blue. It lists several questions with expandable arrows: 'How do I register a company even though I am not yet a customer of Mercedes-Benz AG?', 'Does a switch to B2B Connect incur expenses?', 'I already have access to various workshop solutions. Will this access be migrated to Mercedes-Benz B2B Connect?', 'What is Mercedes-Benz B2B Connect and which advantages does it offer?', 'Do you need help with registration?', and 'Which user ID shall I use to sign in to Mercedes-Benz B2B Connect?'. At the bottom, there are two sections: 'Need more help?' with 'Contact your retailer' (including 'Log in' and 'Register' buttons) and 'Ask for help' (including a 'Create a new support ticket' button).

# Tuki

## "Tarvitsetko apua?"

Valtuutettu Mercedes-Benz-kumppanisi on myös käytettävissäsi. Jälleenmyyjän yhteystiedot ovat saatavilla sisäänkirjautuneella alueella.

Voit myös lähettää tukipyynnön tukitiimillemme. Voit tehdä tämän napsauttamalla "Luo uusi tukipyyntö".

Mercedes-Benz

Product information | **Need help?** | Standardised navigation | Provider / Data privacy | EN | Log in | Register

## How can we help you?

Find answers to the most frequently asked questions below or have a look into our help documentation categories at the bottom of the page.

Search for keywords

### Account

- Registration
- Sign-in
- Password
- User Management

### Mercedes-Benz Genuine Parts and Products

- Payment & Billing
- Software
- Orders
- Technical issues
- SERMI authentication

### Account - the most frequently asked questions

- How do I register a company even though I am not yet a customer of Mercedes-Benz AG?
- Does a switch to B2B Connect incur expenses?
- I already have access to various workshop solutions. Will this access be migrated to Mercedes-Benz B2B Connect?
- What is Mercedes-Benz B2B Connect and which advantages does it offer?
- Do you need help with registration?
- Which user ID shall I use to sign in to Mercedes-Benz B2B Connect?

### Need more help?

**Contact your retailer**

Please log in or create an account to view the contact details.

Log in | Register

or

### Ask for help

Please be as specific as possible and allow for waiting times. For urgent inquiries, please contact your retailer.

Create a new support ticket

# Tuki

## Luo tukipyyntö

B2B Connect -kyselylomake avautuu Xentry-tukijärjestelmässä (XSS).

1. Vaihtoehtoisesti ja vain jos sovellettavissa, voit vaihtaa jälleenmyyjäsi täällä ja myöntää kollegoille pääsyn pyyntösi.
2. Valitse nyt pyyntösi aihe.
3. Lisätietoja pyydetään aiheesta riippuen. Ole hyvä ja täytä se vastaavasti.
4. Napsauta nyt "Lähetä lippu".

The screenshot shows the B2B Connect support request form. The form is titled "Request for" and "Quantity" (1). It includes a "Submit ticket" button in the top right corner. The form is divided into several sections:

- Request for:** A dropdown menu with "a" selected.
- Quantity:** A text input field with "1" entered.
- Radio buttons:** Three options: "Login or registration issues (API)", "Enabling the preparation of a ticket (by API)", and "None" (selected).
- Outlet:** A text input field with "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V." entered. A callout "1" points to the text.
- Which colleagues from your outlet should be able to access the ticket apart from you?:** A dropdown menu with "Select" selected. A callout "1" points to the dropdown.
- Ticket content:** A section with a dropdown menu for "What type of support request do you have? (required)". A callout "2" points to this dropdown.
- Workshop equipment ordering:** A dropdown menu with "Workshop equipment ordering" selected. A callout "3" points to this dropdown.
- Please create the ticket in English or German.** A text input field.
- 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 file upload button "Attach Files" and a note "or drag and drop files here".

At the bottom, it states "Maximum file size: 10,00 MB" and "Maximum file count: 15".

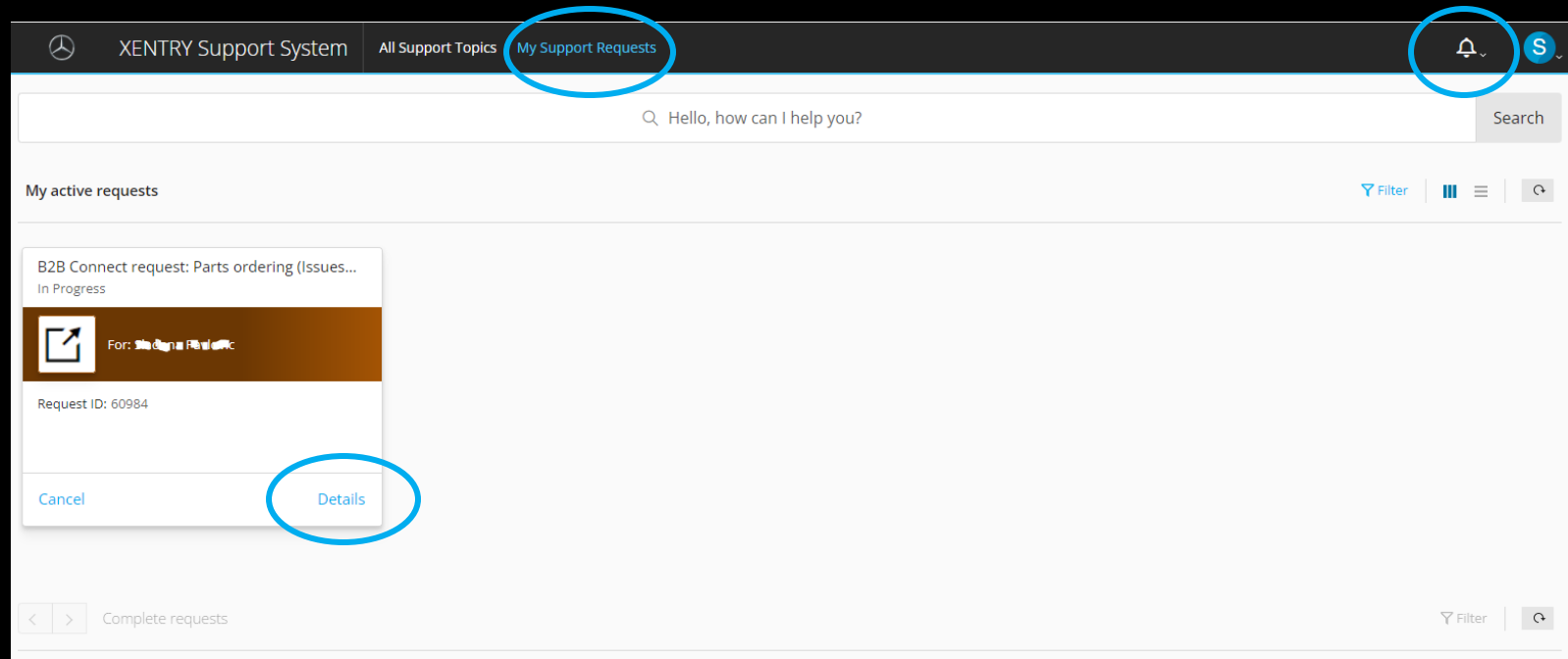
# Tuki

## Seuraa tukipyyntöä

Pyyntösi näkyy nyt Xentry-tukijärjestelmän (XSS) pääsivulla kohdassa "Omat tukipyyntöt". Napsauta "Tiedot" avataksesi pyynnön.

Samalla saat automaattisen vahvistussähköpostin, jossa on linkki XSS:ään ja pyyntöösi.

Jokaisesta tuestamme tulevasta uudesta viestistä saat toisen sähköpostiviestin, jossa on linkki. XSS: ssä uusien viestien määrä näkyy kellosymbolin vieressä.



# Tuki Seuraa tukipyyntöä

Kun avaat pyynnön, näet yleiskatsauksen, jossa on pyyntösi tila ja kaikki tiedot.

Kohdassa "Kommentit" kommunikoit tukitiimimme kanssa ja luet sinulle viestejä, kyselyitä tai ratkaisuja.

Napsauta "Lisää kommentti" vastataksesi.

< 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**

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

**Comments (0)**

Add comment

**Actions:** Cancel, Duplicate ticket

**Collaborators:** [F...mi.V...ri](#)

# Tuki

## Seuraa tukipyyntöä

Voit nyt kirjoittaa viestin ja ladata liitteitä tarvittaessa.

Napsauta "Lähetä" lähettääksesi viestisi.

The screenshot shows a comment form titled "Comments (1)". The form includes a rich text editor with a toolbar containing buttons for Bold (B), Italic (I), Underline (U), Text Color (T), and a link icon. Below the editor is a text input field labeled "Antwort". Underneath the input field, there are instructions: "Maximum image count: 3", "Attach Files" (with a folder icon), and "or drag and drop files here". Further down, it specifies "Maximum file size: 10.00 MB" and "Maximum file count: 3". At the bottom right of the form, there are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a blue circle. In the bottom left corner, there is a user profile icon and the text "Test comment". In the bottom right corner, the timestamp "Oct 25, 2024 at 11:35 AM" is displayed. Three blue circles are drawn on the image to highlight the rich text editor toolbar, the "Attach Files" button, and the "Submit" button.

# Tuki Seuraa tukipyyntöä

Kun kyselyt on ratkaistu tai jos pyytäjältä ei saada vastausta noin. 2 päivää, pyyntö suljetaan.

Voit avata suljetun pyynnön uudelleen 7 päivän kuluessa. Voit tehdä tämän napsauttamalla "Avaa uudelleen".

Tai voit käyttää "Duplicate Ticket" -toimintoa, jos ongelmaasi ei ole ratkaistu.

< 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]