

Notizie sul supporto

Abbiamo reso la nostra pagina di aiuto più chiara in modo che tu possa trovare le risposte alle tue domande più rapidamente in futuro.

Il nostro nuovo sistema di supporto ti offre anche canali di comunicazione più rapidi e opzioni di interazione con il nostro team di supporto esperto.

Sostegno "Hai bisogno di aiuto?"

Per impostazione predefinita, le domande più frequenti di ogni categoria sono elencate.

Tutte le domande sui singoli prodotti sono ora disponibili nel menu di navigazione. Fai clic su un prodotto e vengono visualizzate le sottocategorie. Tutte le domande disponibili sono elencate a destra.

The screenshot shows the Mercedes-Benz help page. At the top, the Mercedes-Benz logo is on the left, and navigation links for 'Product information', 'Need help?' (circled in blue), 'Standardised navigation', 'Provider / Data privacy', and 'EN' are on the right. There are also 'Log in' and 'Register' buttons. 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.' Below this is a search bar with the placeholder 'Search for keywords'. On the left, a navigation menu is shown, with the 'Account' section highlighted by a blue circle. 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 highlighted by a blue circle. 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).

Sostegno "Hai bisogno di aiuto?"

Anche il vostro partner autorizzato Mercedes-Benz è a vostra disposizione. I dati di contatto del tuo rivenditore sono disponibili nell'area di accesso.

Oppure invia una richiesta di supporto al nostro team di supporto. Per farlo, clicca su "Crea un nuovo ticket di supporto".

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

Sostegno

Creare una richiesta di supporto

Il questionario per B2B Connect si apre nel sistema di supporto Xentry (XSS).

1. Opzionalmente e solo se applicabile, puoi cambiare la tua concessionaria qui e concedere ai colleghi l'accesso alla tua richiesta.
2. Ora seleziona l'argomento per la tua richiesta.
3. A seconda dell'argomento, sono necessarie ulteriori informazioni. Si prega di compilarlo di conseguenza.
4. Ora fai clic su "Invia ticket".

The screenshot shows the B2B Connect support request form. The form is titled "B2B Connect" and has a "Request for" field with a dropdown menu and a "Quantity" field with a value of "1". A "Submit ticket" button is located in the top right corner. The form contains several sections:

- Request for:** A dropdown menu with "a" selected.
- Quantity:** A text input field with "1" entered.
- Radio buttons:** Three radio buttons are present: "Login or registration issues (API)", "Enabling the preparation of a ticket (by API)", and "None" (which is selected).
- Outlet:** A text input field containing "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V.". A callout "1" points to this field.
- 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 this dropdown.
- Ticket content:** A section with a red label "What type of support request do you have? (required)". A dropdown menu with "Select" selected is shown. 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.
- Additional information:** A section with a red label "Please describe your problem in a few sentences. (required)". It includes a text input field for "Please create the ticket in English or German.", a text input field for "Please provide an UMAS Order number here", and a larger text area for "Please describe your problem in a few sentences. (required)".
- Attachments:** A section with a red label "Please attach any relevant files" and a sub-label "E.g. Invoice, Return Shipment forms, Location Change forms, liquidation form or any other relevant forms or screenshots". It includes an "Attach Files" button and a text input field for "or drag and drop files here".

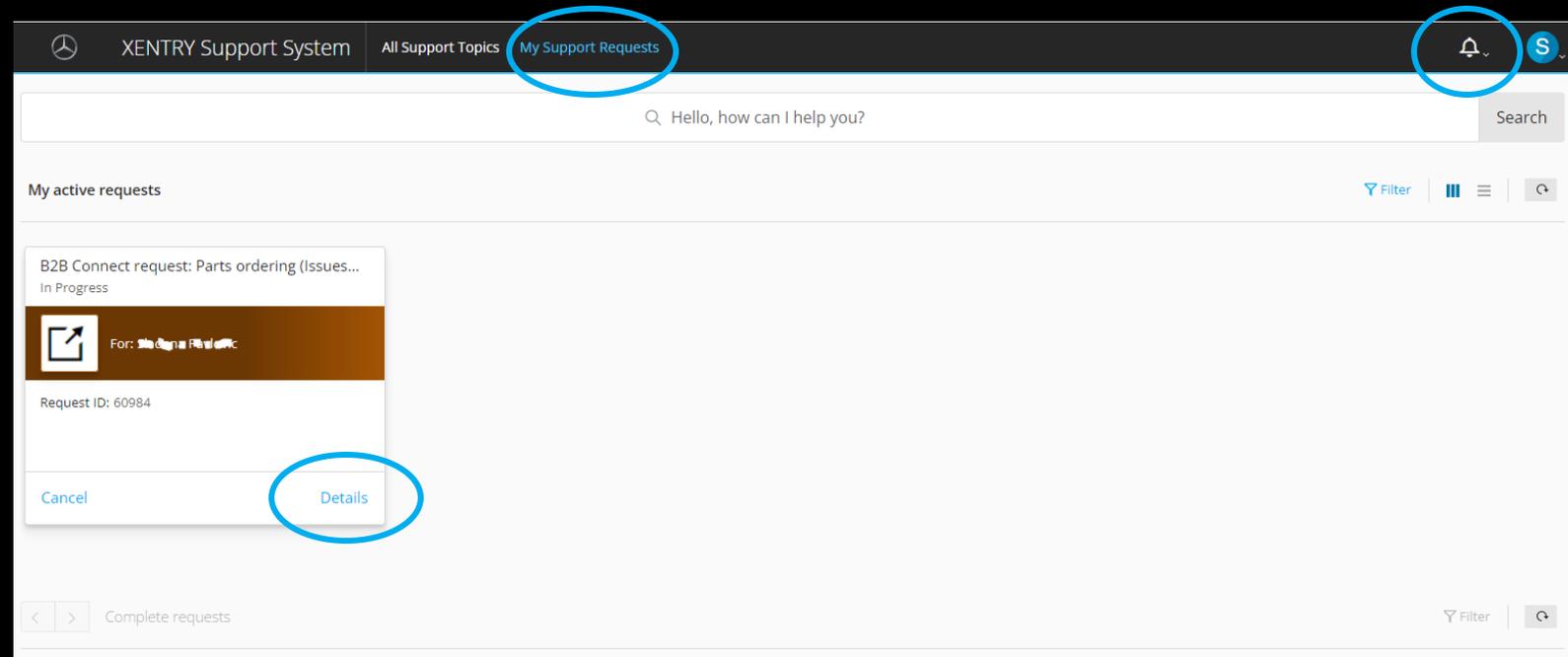
At the bottom of the form, it states "Maximum file size: 10,00 MB" and "Maximum file count: 15".

Sostegno Traccia il ticket di supporto

La tua richiesta appare ora sulla pagina principale del sistema di supporto Xentry (XSS) sotto "Le mie richieste di supporto". Clicca su "Dettagli" per aprire la richiesta.

Allo stesso tempo, riceverai un'e-mail di conferma automatica con un link a XSS e alla tua richiesta.

Per ogni nuovo messaggio dal nostro supporto, riceverai un'altra e-mail con il link. In XSS, il numero di nuovi messaggi viene visualizzato accanto al simbolo della campana.



Sostegno Traccia il ticket di supporto

Quando apri una richiesta, vedrai una panoramica con lo stato della tua richiesta e tutti i dettagli.

Alla voce "Commenti" comunichi con il nostro team di supporto e leggi i messaggi, le domande o le soluzioni che ti vengono rivolte.

Clicca su "Aggiungi commento" per rispondere.

< 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 ri

Sostegno Traccia il ticket di supporto

Ora puoi scrivere un messaggio e caricare allegati, se necessario.

Fai clic su "Invia" per inviare il tuo messaggio.

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 (B), italic (I), underline (U), strikethrough (ABC), and link (link icon). Below the toolbar is a text input field with the placeholder text "Antwort". Underneath the text field is a file upload area with the text "Attach Files" and "or drag and drop files here". Below this area are the specifications: "Maximum image count: 3", "Maximum file size: 10.00 MB", and "Maximum file count: 3". At the bottom right of the form are two buttons: "Cancel" and "Submit". The "Submit" button is highlighted with a blue circle. Below the form, there is a preview of the comment: "Test comment" and a timestamp "Oct 25, 2024 at 11:35 AM".

Sostegno Traccia il ticket di supporto

Quando le query vengono risolte o se non viene ricevuta alcuna risposta dal richiedente entro ca. 2 giorni, la richiesta è chiusa.

Puoi riaprire una richiesta chiusa entro 7 giorni. Per fare ciò, fai clic su "Riapri".

Oppure puoi utilizzare la funzione "Duplica biglietto" se il tuo problema non è stato risolto.

< 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]