

# Nyheter om support

Vi har gjort vår hjälpsida tydligare så att du snabbare kan hitta svar på dina frågor i framtiden.

Vårt nya supportsystem erbjuder dig också snabbare kommunikationskanaler och interaktionsmöjligheter med vårt erfarna supportteam.

# Stöd

## "Behöver du hjälp?"

De vanligaste frågorna i varje kategori listas som standard.

Alla frågor om de enskilda produkterna finns nu i navigeringsmenyn. Klicka på en produkt så visas underkategorier. Alla tillgängliga frågor listas till höger.

The screenshot displays the Mercedes-Benz support website. At the top, the Mercedes-Benz logo is on the left, and navigation links for "Product information", "Need help?", "Standardised navigation", "Provider / Data privacy", "EN", "Log in", and "Register" are on the right. The "Need help?" link is circled in blue. Below the navigation is a search bar with the text "Search for keywords". A left-hand navigation menu is circled in blue, listing categories such as "Account", "Mercedes-Benz Genuine Parts and Products", "Payment & Billing", "Software", "Orders", "Technical issues", and "SERMI authentication". The "Account" category is expanded, showing sub-items: "Registration", "Sign-in", "Password", and "User Management". To the right, a section titled "Account - the most frequently asked questions" is circled in blue, listing several questions with expandable arrows. Below this, a "Need more help?" section offers two options: "Contact your retailer" (with "Log in" and "Register" buttons) and "Ask for help" (with a "Create a new support ticket" button).

# Stöd "Behöver du hjälp?"

Din auktoriserade Mercedes-Benz-partner står också till ditt förfogande. Kontaktuppgifterna till din återförsäljare finns i det inloggade området.

Eller skicka en supportförfrågan till vårt supportteam. För att göra det klickar du på "Skapa ett nytt supportärende".

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

# Stöd Skapa supportbegäran

Frågeformuläret för B2B Connect öppnas i Xentry Support System (XSS).

1. Valfritt och endast om tillämpligt kan du ändra din återförsäljare här och ge kollegor tillgång till din begäran.
2. Välj nu ämnet för din begäran.
3. Beroende på ämne efterfrågas ytterligare information. Vänligen fyll i den i enlighet med detta.
4. Klicka nu på "Skicka biljett".

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:

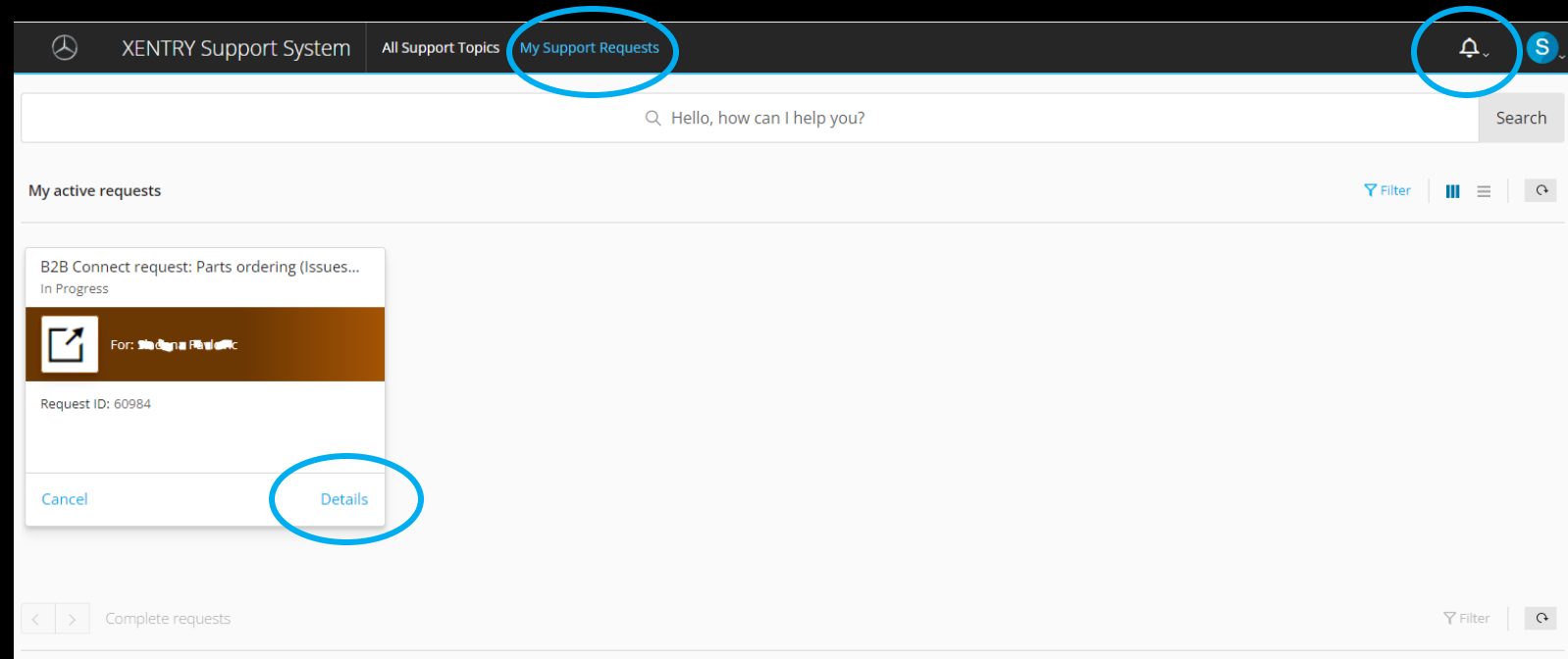
- Request for:** A dropdown menu with "a" selected.
- Quantity:** A text input field with "1" entered.
- Field selection:** A section titled "This field will be filled by the app B2B Connect" with three radio buttons: "Login or registration issues (API)", "Enabling the preparation of a ticket (by API)", and "None" (selected).
- Outlet:** A section titled "Outlet" with a text input field containing "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V.". A callout "1" points to this field.
- Access:** A section titled "Which colleagues from your outlet should be able to access the ticket apart from you?" with a dropdown menu showing "Select". A callout "1" points to this dropdown.
- Ticket content:** A section titled "Ticket content:" with a dropdown menu showing "What type of support request do you have? (required)". A callout "2" points to this dropdown.
- Subject:** A dropdown menu showing "Workshop equipment ordering". A callout "3" points to this dropdown.
- Instructions:** Text instructions: "Please create the ticket in English or German.", "Please provide an UMAS Order number here", and "Please describe your problem in a few sentences. (required)".
- Attachments:** A section titled "Please attach any relevant files" with a text input field and a callout "3" pointing to it. Below the field is a button "Attach Files" and the text "or drag and drop files here".
- Footer:** Text at the bottom: "Maximum file size: 10,00 MB" and "Maximum file count: 15".

# Stöd Spåra supportärende

Din begäran visas nu på huvudsidan för Xentry Support System (XSS) under "Mina supportförfrågningar". Klicka på "Detaljer" för att öppna begäran.

Samtidigt kommer du att få en automatisk bekräftelse via e-post med en länk till XSS och din förfrågan.

För varje nytt meddelande från vår support får du ytterligare ett e-postmeddelande med länken. I XSS visas antalet nya meddelanden bredvid klocksymbolen.



# Stöd Spåra supportärende

När du öppnar en förfrågan kommer du att se en översikt med status för din begäran och alla detaljer.

Under "Kommentarer" kommunicerar du med vårt supportteam och läser meddelandena, frågorna eller lösningarna för dig.

Klicka på "Lägg till kommentar" för att svara.

< 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 <a href="mailto:sladana.pavlovic@mercedes-benz.com">sladana.pavlovic@mercedes-benz.com</a>
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...mi...V...K...ri...

# Stöd Spåra supportärende

Du kan nu skriva ett meddelande och ladda upp bilagor om det behövs.

Klicka på "Skicka" för att skicka ditt meddelande.

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

Test comment

# Stöd Spåra supportärende

När frågor har lösts eller om inget svar tas emot från beställaren inom ca. 2 dagar är begäran stängd.

Du kan öppna en stängd begäran igen inom 7 dagar. För att göra detta, klicka på "Öppna igen".

Eller så kan du använda funktionen "Duplicate Ticket" om ditt problem inte har lösts.

< 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	

**Progress**

Submitted Approval In Progress **Completed**

**Details**

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

**Collaborators**

[↩ Reopen](#)  
[🔄 Duplicate ticket](#)