

支持新聞

我們使幫助頁面更加清晰，以便您將來可以更快地找到問題的答案。

我們的新支持系統還為您提供更快的溝通管道和與我們經驗豐富的支援團隊的互動選項。

支援“需要說明？”

默認情況下，將列出每個類別的最常見問題。

現在，有關單個產品的所有問題都可以在導航功能表中找到。按兩下產品，將出現子類別。所有可用問題都列在右側。

The screenshot shows the Mercedes-Benz help page. At the top right, the navigation menu includes 'Product information', 'Need help?' (circled in blue), 'Standardised navigation', 'Provider / Data privacy', 'EN', 'Log in', and 'Register'. 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 labeled 'Search for keywords'. On the left, a navigation menu is shown with 'Account' selected and circled in blue. The 'Account' menu 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' (Log in / Register buttons) and 'Ask for help' (Create a new support ticket button).

支援 “需要說明？”

您的授權梅賽德斯-賓士合作夥伴也隨時為您服務。您的零售商的聯繫數據可在登錄區域找到。

或者向我們的支持團隊提交支援請求。為此，請按兩下創建新的支援票證」。

The screenshot shows the Mercedes-Benz B2B Connect help page. The top navigation bar includes the Mercedes-Benz logo, the text "Mercedes-Benz", and several links: "Product information", "Need help?", "Standardised navigation", "Provider / Data privacy", "EN", "Log in", and "Register". The "Need help?" link is circled in blue. 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 text "Search for keywords". A left sidebar menu lists various categories: "Account", "Mercedes-Benz Genuine Parts and Products", "Payment & Billing", "Software", "Orders", "Technical issues", and "SERMI authentication". The "Account" section is expanded, showing sub-items: "Registration", "Sign-in", "Password", and "User Management". The main content area is titled "Account - the most frequently asked questions" and lists several questions with expandable answers. At the bottom, there are two call-to-action boxes. The first box, "Need more help?", contains a "Contact your retailer" section with a "Log in" button and a "Register" button. The second box, "Ask for help", contains a "Create a new support ticket" button. Both the "Need more help?" box and the "Create a new support ticket" button are circled in blue.

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

支援建立支援請求

B2B Connect 的調查問卷將在 Xentry Support System (XSS) 中打開。

1. 您可以選擇且僅在適用的情況下，在此處更改您的轉銷商，並授予同事訪問您的請求的許可權。
2. 現在為您的請求選擇主題。
3. 根據主題，需要更多資訊。請相應地填寫。
4. 現在點擊“提交工單”。

The screenshot shows the B2B Connect support request form. The form is titled "Request for" and "Quantity" with a value of "1". The form is divided into several sections:

- Request for:** a v 1
- Outlet:** 11 - Mercedes-Benz Customer Assistance Center Maastricht N.V. (Callout 1)
- Which colleagues from your outlet should be able to access the ticket apart from you?** Select (Callout 1)
- Ticket content:** What type of support request do you have? (required) (Callout 2)
- Workshop equipment ordering:** (Callout 3)
- Please create the ticket in English or German.**
- Please provide an UMAS Order number here**
- Please describe your problem in a few sentences. (required)**
- Please attach any relevant files** (Callout 4)

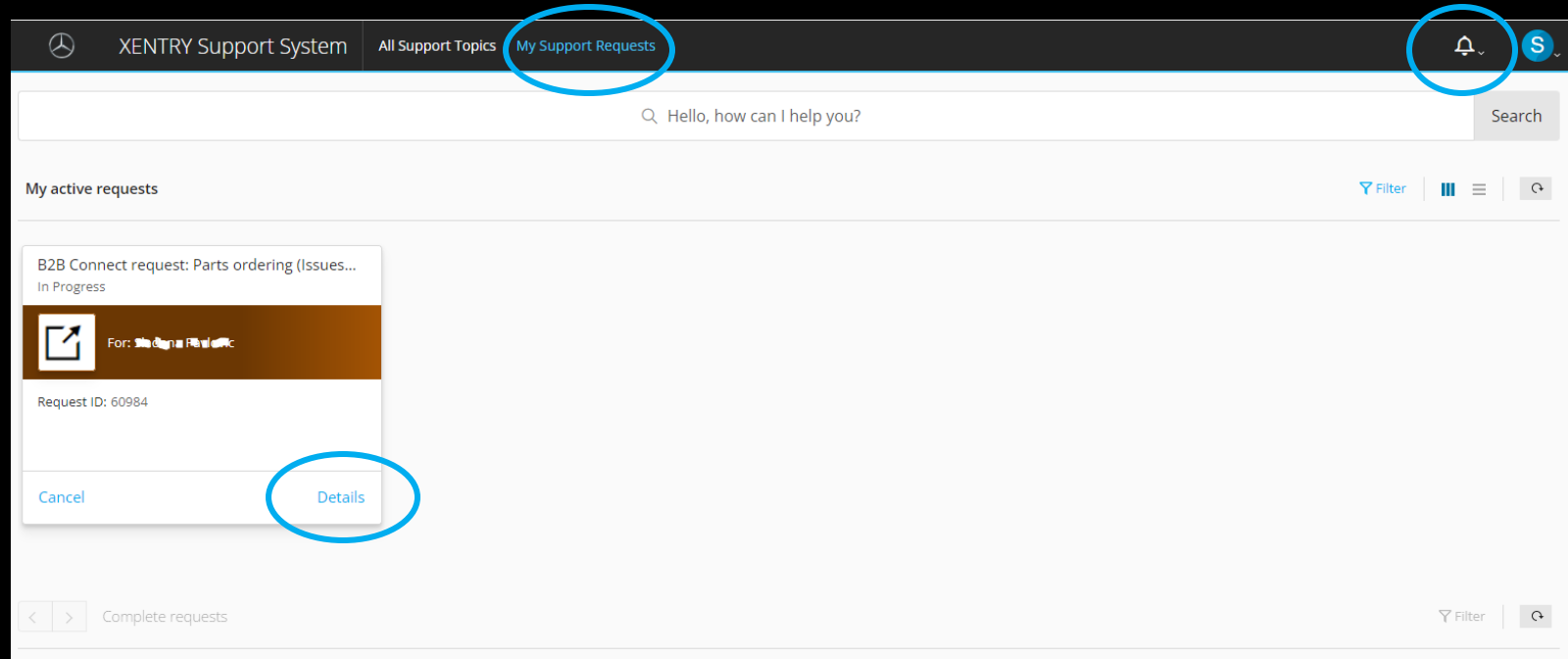
At the bottom right, there is a "Submit ticket" button (Callout 4). The form also includes a "Maximum file size: 10.00 MB" and "Maximum file count: 15" notice.

支撐 跟蹤支援票證

您的請求現在顯示在 Xentry 支援系統（XSS）主頁的“我的支援請求”下。按兩下“Details”開啟請求。

同時，您將收到一封自動確認電子郵件，其中包含指向 XSS 和您的請求的連結。

對於來自我們支援的每條新消息，您將收到另一封包含連結的電子郵件。在 XSS 中，新消息的數量顯示在鈴鐺符號旁邊。



支撐 跟蹤支援票證

當您打開請求時，您將看到一個概述，其中包含您的請求狀態和所有詳細資訊。

在「評論」下，您可以與我們的支援團隊溝通，並閱讀發送給您的消息、查詢或解決方案。

點擊「添加評論」進行回復。

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	Mercedes-Benz

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...K...ri...

支撐 跟蹤支援票證

現在，您可以根據需要編寫消息並上傳附件。

點擊「Submit」發送您的資訊。

The screenshot shows a comment form interface. At the top, the text "Comments (1)" is displayed. Below it is a rich text editor toolbar with icons for bold (B), italic (I), underline (U), strikethrough (ABC), link, unlink, and image. The main text area contains the placeholder text "Antwort". Below the text area, there is a section for attachments with the text "Maximum image count: 3" and a button labeled "Attach Files" next to the instruction "or drag and drop files here". Below this, 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 name "Diana Turbiv". Below that, the text "Test comment" is visible. In the bottom right corner, the timestamp "Oct 25, 2024 at 11:35 AM" is shown. A blue rounded rectangle highlights the top portion of the form, including the toolbar and the text area.

支撐 跟蹤支援票證

當查詢得到解決或未收到請求者的回應時。2 天后，請求已關閉。

您可以在 7 天內重新開啟已關閉的請求。為此，請按下「重新打開」。

或者，如果您的問題尚未解決，您可以使用“重複票證”功能。

< 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

Submitted Oct 16, 2024 at 12:13 PM	Last updated Oct 25, 2024 at 11:55 AM	Requested for email
Requested for company Mercedes-Benz AG	This field will be filled by the app B2B Connect None	Outlet
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