

Actualités du support

Nous avons rendu notre page d'aide plus claire afin que vous puissiez trouver plus rapidement des réponses à vos questions à l'avenir.

Notre nouveau système d'assistance vous offre également des canaux de communication plus rapides et des possibilités d'interaction avec notre équipe d'assistance expérimentée.

Support

« Besoin d'aide ? »

Les questions les plus fréquemment posées de chaque catégorie sont répertoriées par défaut.

Toutes les questions concernant les différents produits se trouvent désormais dans le menu de navigation. Cliquez sur un produit et des sous-catégories apparaissent. Toutes les questions disponibles sont répertoriées sur la droite.

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?' (circled in blue), 'Standardised navigation', 'Provider / Data privacy', 'EN', 'Log in', and 'Register' are on the right. 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'. A navigation menu on the left is circled in blue, listing categories: 'Account' (with a sub-menu: Registration, Sign-in, Password, User Management), 'Mercedes-Benz Genuine Parts and Products', 'Payment & Billing', 'Software', 'Orders', 'Technical issues', and 'SERMI authentication'. The main content area features a section titled 'Account - the most frequently asked questions' (circled in blue), listing several questions with expandable arrows. At the bottom, there are two boxes: 'Need more help?' with 'Contact your retailer' (including 'Log in' and 'Register' buttons) and 'Ask for help' (with a 'Create a new support ticket' button).

Support « Besoin d'aide ? »

Votre partenaire Mercedes-Benz agréé est également à votre disposition. Les données de contact de votre réparateur agréé sont disponibles dans la zone de connexion.

Vous pouvez également soumettre une demande d'assistance à notre équipe d'assistance. Pour ce faire, cliquez sur « Créer un nouveau ticket d'assistance ».

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

Support

Créer une demande de support

Le questionnaire pour B2B Connect s'ouvre dans le Xentry Support System (XSS).

1. En option et uniquement si disponible, vous pouvez changer de réparateur ici et accorder à vos collègues l'accès à votre demande.
2. Sélectionnez maintenant le sujet de votre demande.
3. En fonction du sujet, des informations complémentaires sont demandées. Veuillez les renseigner en conséquence.
4. Cliquez maintenant sur « Soumettre le ticket ».

The screenshot shows the B2B Connect support ticket creation interface. The form is titled "B2B Connect" and includes a "Request for" and "Quantity" section. The "Request for" section has a dropdown menu with "a" and "v" options, and a "Quantity" field with the value "1".

Below this, there is a section for "This field will be filled by the app B2B Connect" with three radio button options: "Login or registration issues (API)", "Enabling the preparation of a ticket (by API)", and "None" (which is selected).

The "Outlet" section contains a text input field with the value "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V." and a link "here" for changing outlets. A callout "1" points to this field.

The "Which colleagues from your outlet should be able to access the ticket apart from you?" section has a dropdown menu with "Select" as the current selection. A callout "1" points to this dropdown.

The "Ticket content:" section has a dropdown menu with "What type of support request do you have? (required)" as the current selection. A callout "2" points to this dropdown.

The "What type of support request do you have? (required)" section has a dropdown menu with "Workshop equipment ordering" as the current selection. A callout "3" points to this dropdown.

Below the dropdown, there are several text input fields: "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)".

The "Please attach any relevant files" section includes a file upload area with an "Attach Files" button and a note: "E.g. Invoice, Return Shipment forms, Location Change forms, liquidation form or any other relevant forms or screenshots". A callout "4" points to the "Submit ticket" button in the top right corner.

At the bottom, there are file size and count limits: "Maximum file size: 10,00 MB" and "Maximum file count: 15".

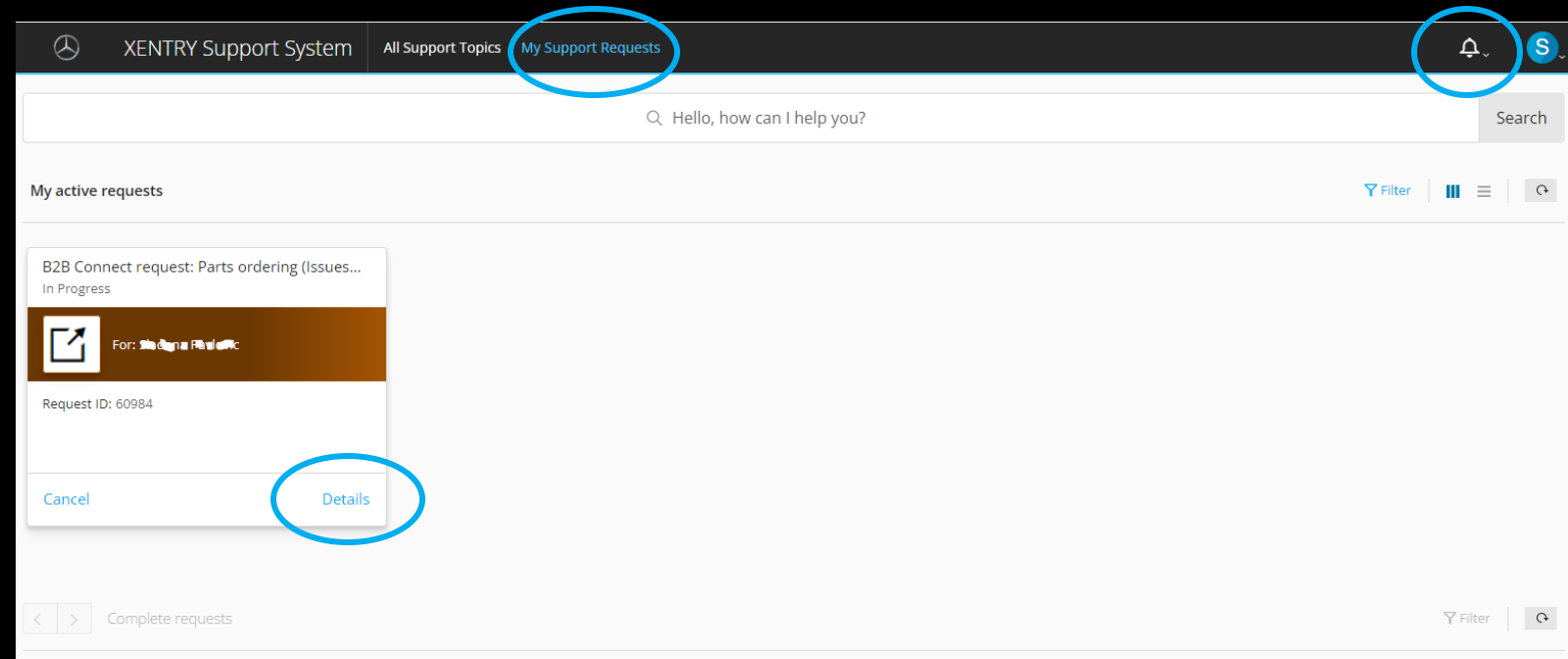
Support

Suivre le ticket d'assistance

Votre demande apparaît maintenant sur la page principale du Xentry Support System (XSS) sous « Mes demandes d'assistance ». Cliquez sur « Détails » pour ouvrir la demande.

En même temps, vous recevrez un e-mail de confirmation automatique avec un lien vers XSS et votre demande.

Pour chaque nouveau message de notre support, vous recevrez un autre e-mail avec le lien. Dans XSS, le nombre de nouveaux messages apparaît à côté du symbole de la cloche.



Support

Suivre le ticket d'assistance

Lorsque vous ouvrez une demande, vous verrez un aperçu avec l'état de votre demande et tous les détails.

Sous la rubrique « Commentaires », vous pouvez communiquer avec notre équipe d'assistance et lire les messages, les questions ou les solutions qui vous sont adressés.

Cliquez sur « Ajouter un commentaire » pour répondre

< 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

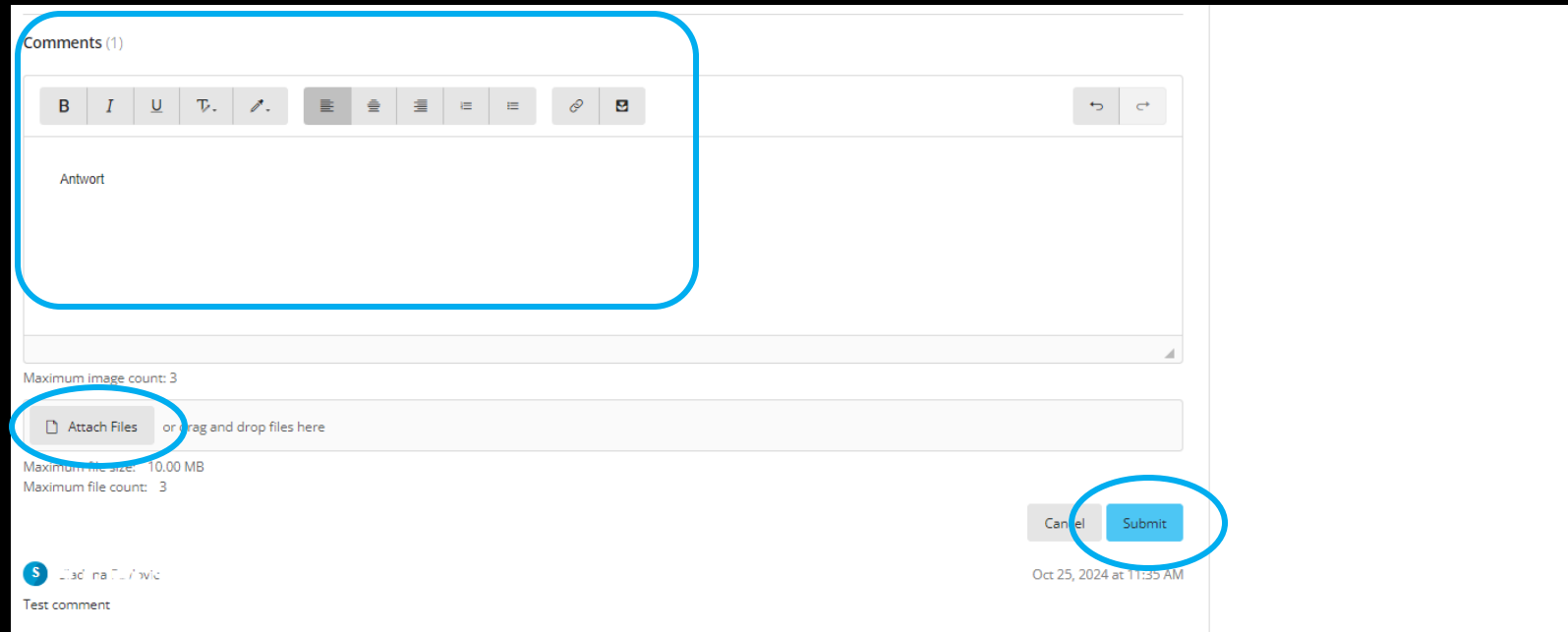
Collaborators

F m V P N r i

Support Suivre le ticket d'assistance

Vous pouvez maintenant écrire un message et télécharger des pièces jointes si nécessaire.

Cliquez sur « Soumettre » pour envoyer votre 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 (B), italic (I), underline (U), strikethrough (ABC), and link (link icon). Below the toolbar is a text input field with the placeholder "Antwort". A file upload section includes a button labeled "Attach Files" and the text "or drag and drop files here". Below this, it specifies "Maximum image count: 3", "Maximum file size: 10.00 MB", and "Maximum file count: 3". At the bottom right of the form are "Cancel" and "Submit" buttons. A user profile section at the bottom left shows a profile picture, the name "Diana T. / wic", and the text "Test comment". The timestamp "Oct 25, 2024 at 11:35 AM" is located at the bottom right of the comment area. Three blue circles highlight the "Attach Files" button, the "Submit" button, and the "Comments (1)" header.

Support Suivre le ticket d'assistance

Lorsque les questions sont résolues ou si aucune réponse n'est reçue du demandeur dans un délai d'environ 2 jours, la demande est fermée.

Vous pouvez rouvrir une demande fermée dans un délai de 7 jours. Pour ce faire, cliquez sur « Rouvrir ».

Ou vous pouvez utiliser la fonction « Dupliquer le ticket » si votre problème n'a pas été résolu.

< 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	

Collaborators
[Redacted]

[↩ Reopen](#)
[🔄 Duplicate ticket](#)