

Support nyheder

Vi har gjort vores hjælpeside mere overskuelig, så du hurtigere kan finde svar på dine spørgsmål i fremtiden.

Vores nye supportsystem tilbyder dig også hurtigere kommunikationskanaler og interaktionsmuligheder med vores erfarne supportteam.

Support “Har du brug for hjælp?”

De oftest stillede spørgsmål i hver kategori er angivet som standard.

Alle spørgsmål om de enkelte produkter kan nu findes i navigationsmenuen. Klik på et produkt, og underkategorier vises. Alle tilgængelige spørgsmål er angivet til højre.

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'. 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, a section titled 'Account - the most frequently asked questions' (circled in blue) 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).

Support “Har du brug for hjælp?”

Din autoriserede Mercedes-Benz partner står også til din rådighed. Din forhandlers kontaktdata er tilgængelige i det indloggede område.

Eller indsend en supportanmodning til vores supportteam. For at gøre det skal du klikke på "Opret en ny supportbillet".

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 Opret

supportanmodning
Spørgeskemaet til B2B Connect åbnes
i Xentry Support System (XSS).

1. Valgfrit og kun hvis det er relevant, kan du ændre din forhandler her og give kolleger adgang til din anmodning.
2. Vælg nu emnet for din anmodning.
3. Afhængigt af emnet anmodes der om yderligere oplysninger. Udfyld det i overensstemmelse hermed.
4. Klik nu på "Send billet".

The screenshot shows the B2B Connect support ticket creation interface. 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 containing "1".
- Field description:** "This field will be filled by the app B2B Connect".
- 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 containing "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V.". A callout "1" points to the text.
- Access:** A dropdown menu for "Which colleagues from your outlet should be able to access the ticket apart from you?". 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.
- Selected request type:** A dropdown menu showing "Workshop equipment ordering". A callout "3" points to this dropdown.
- 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 for "Please attach any relevant files" with a file upload button and instructions.

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

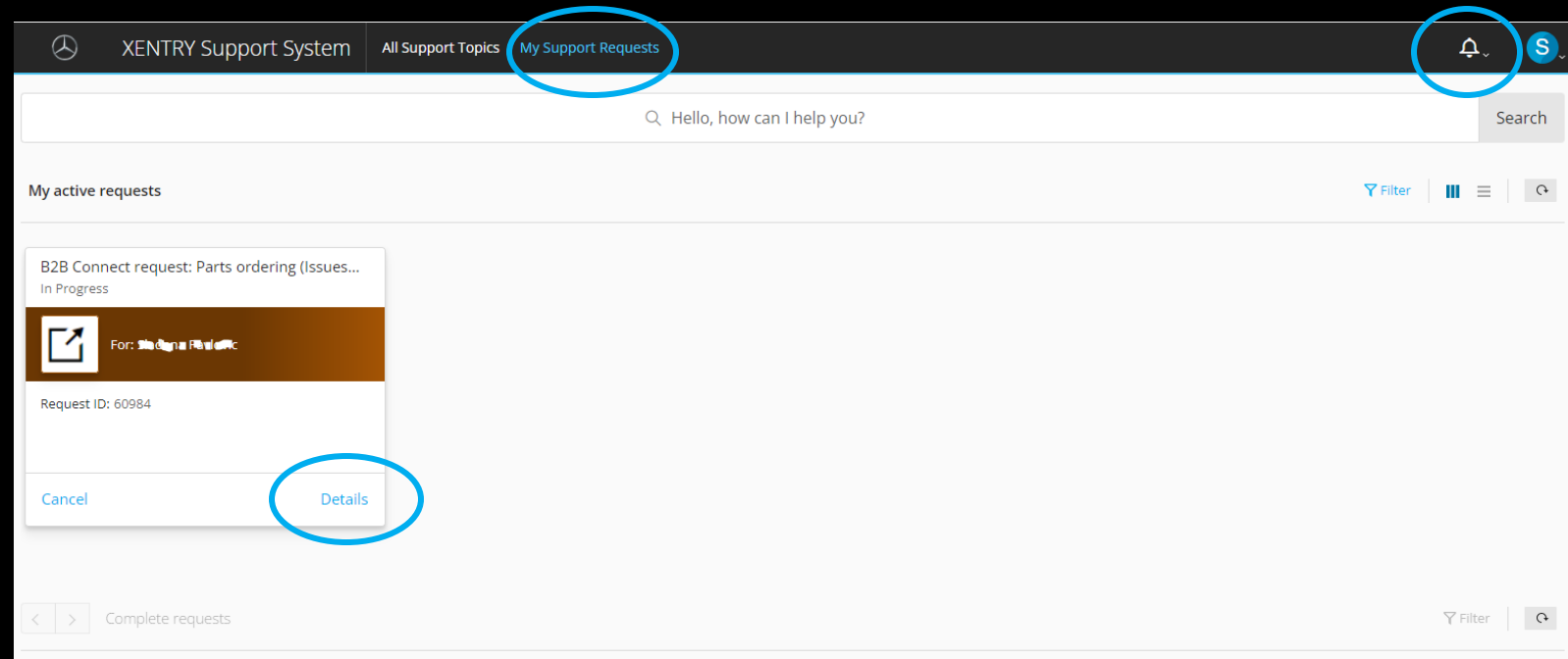
Support

Spor supportbillet

Din anmodning vises nu på hovedsiden af Xentry Support System (XSS) under "Mine supportanmodninger". Klik på "Mine supportanmodninger". Klik på "Detaljer" for at åbne anmodningen.

Samtidig modtager du en automatisk bekræftelses-e-mail med et link til XSS og din anmodning.

For hver ny besked fra vores support vil du modtage en ny e-mail med linket. I XSS vises antallet af nye meddelelser ved siden af klokkesymbolet.



Support

Spor supportbillet

Når du åbner en anmodning, vil du se en oversigt med status for din anmodning og alle detaljer.

Under "Kommentarer" kommunikerer du med vores supportteam og læser beskeder, forespørgsler eller løsninger for dig.

Klik på "Tilføj kommentar" for at svare.

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

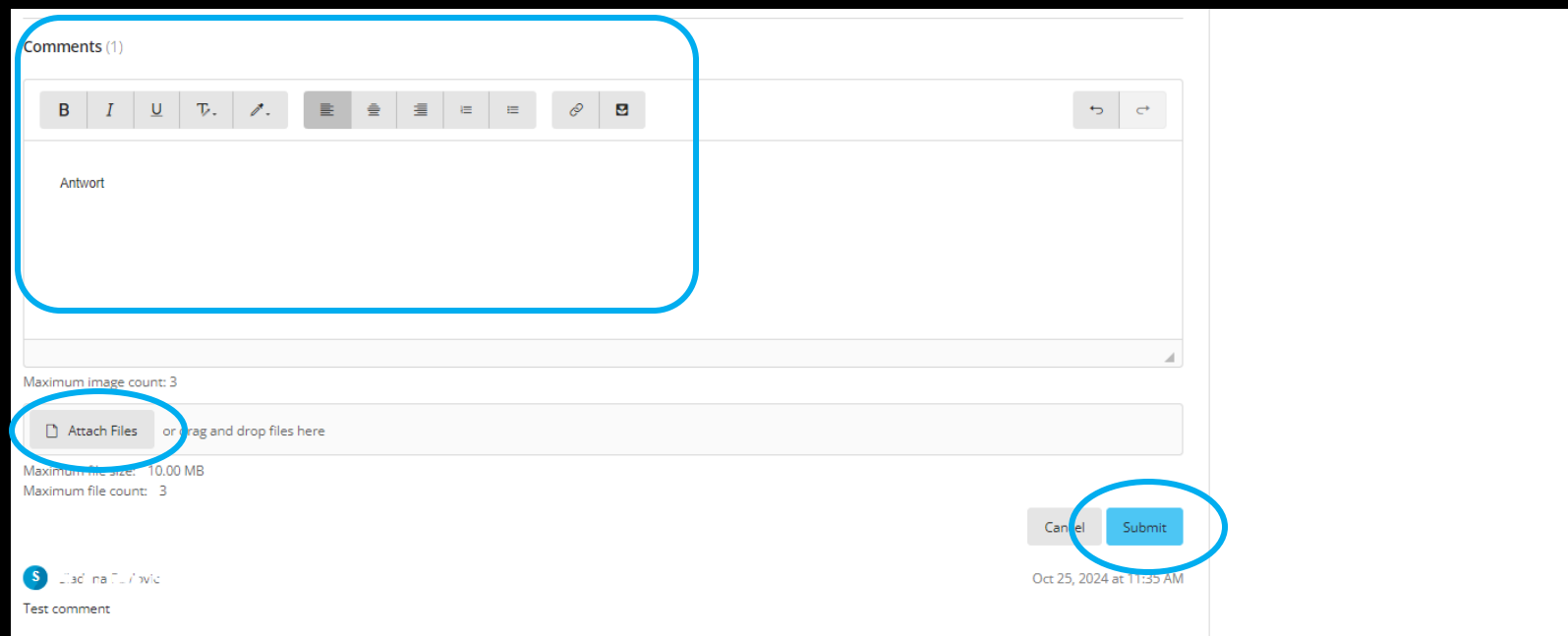
Collaborators
F...mi...V...-...K...ri...

Support

Spor supportbillet

Du kan nu skrive en besked og uploade vedhæftede filer, hvis det er nødvendigt.

Klik på "Send" for at sende din besked.



The screenshot shows a comment form for a support ticket. The form is titled "Comments (1)" and contains a rich text editor with a toolbar. The toolbar includes buttons for bold (B), italic (I), underline (U), text color (T), background color, bulleted list, numbered list, link, and unlink. Below the toolbar is a text input field labeled "Antwort". Underneath the input field is a file upload section with the text "Attach Files" and "or drag and drop files here". Below this section are the limits: "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. The form is annotated with red circles: one around the toolbar, one around the "Attach Files" button, and one around the "Submit" button. The form also shows a user profile for "S" and a timestamp "Oct 25, 2024 at 11:35 AM".

Support

Spor supportbillet

Når forespørgsler er løst, eller hvis der ikke modtages svar fra anmoderen inden for ca. 2 dage er anmodningen lukket.

Du kan genåbne en lukket anmodning inden for 7 dage. For at gøre dette skal du klikke på "Åbn igen".

Eller du kan bruge funktionen "Duplikatbillet", hvis dit problem ikke er løst.

< 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	

Collaborators

[↩ Reopen](#)
[🔄 Duplicate ticket](#)