Customer Web Portal

User Guide

Customer Web Portal Address

https://crm.wwcc.com/portal/customer

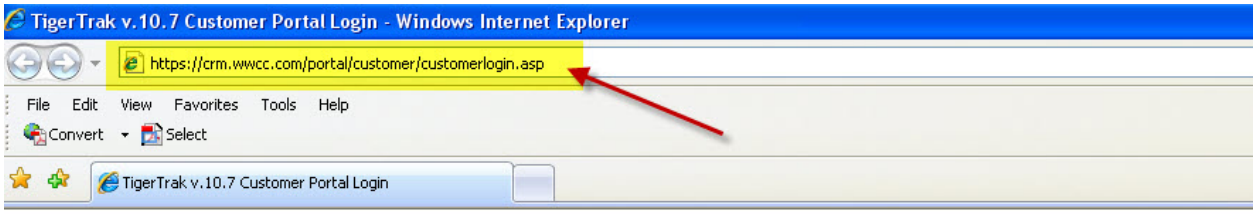
Enterprise Systems Group

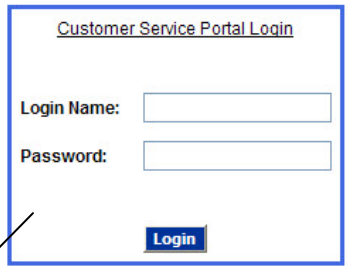
877-671-5368

Using your web browser

Please go to our customer portal address:

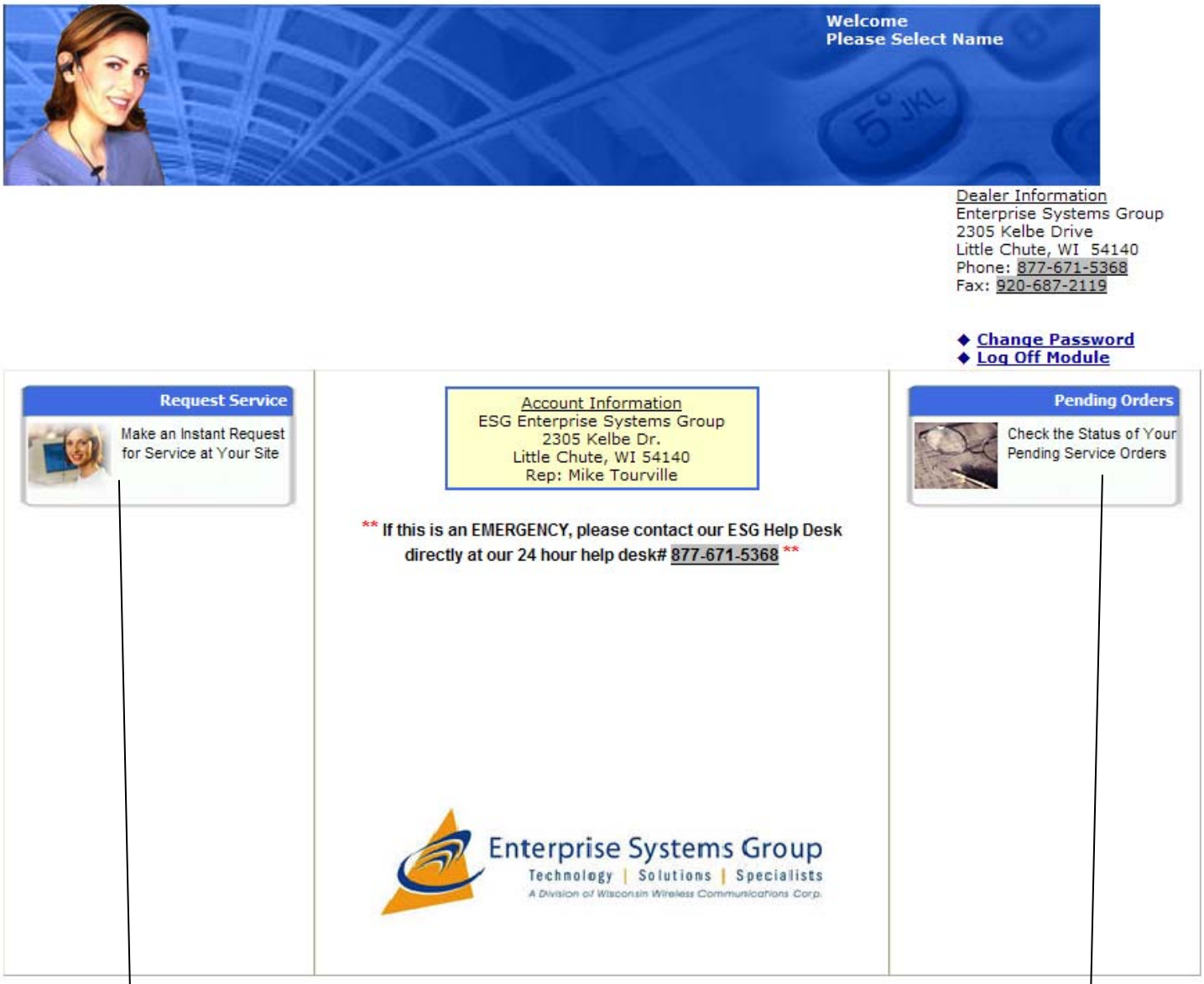
https://crm.wwcc.com/portal/customer





ESG will provide your company with a Login Name and a Password.

After you have logged in you will be brought to your customer account main portal view.



To enter a NEW service order request, click on 'Request Service' box.

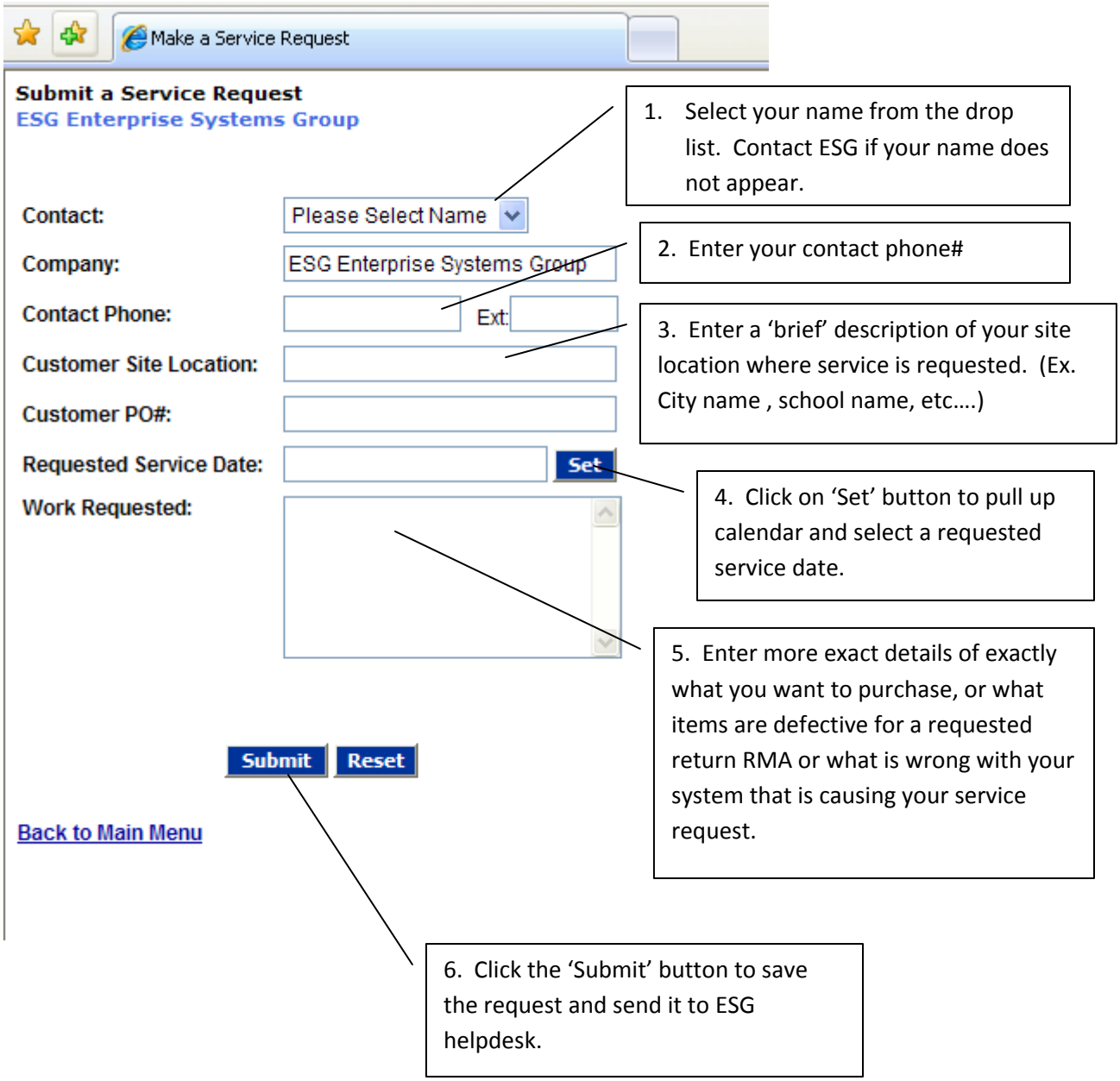
To view EXISTING service orders, click on 'Pending Orders' box.

Let us first create a NEW service order request. Go ahead and click on the 'Request Service' box in the upper left corner.

Creating a New Service order Request:

Click on the 'Request Service' box in upper left corner of your main customer account view.

This brings you into a new view titled "Submit a Service Request".



Here is a properly filled out example of a hardware purchase request:

Make a Service Request

Submit a Service Request
ESG Enterprise Systems Group

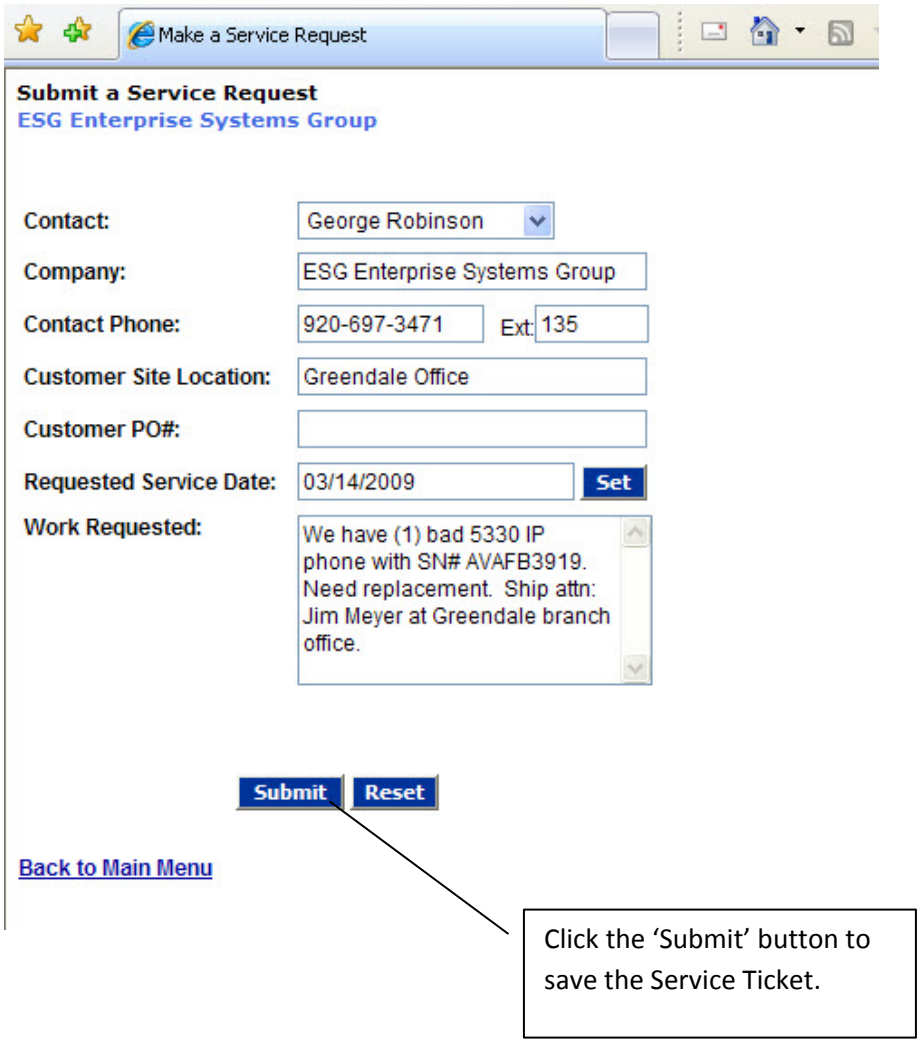
Contact:	Please Select Name
Company:	ESG Enterprise Systems Group
Contact Phone:	Ext:
Customer Site Location:	Corp Office Green Bay
Customer PO#:	PO# 21394
Requested Service Date:	03/12/2009 Set
Work Requested:	Need to purchase (2) 50005711 cordless handsets. Please ship to attn: Julie Johnson.

Notice they provided the needed PO# in order for us to process this purchase request.

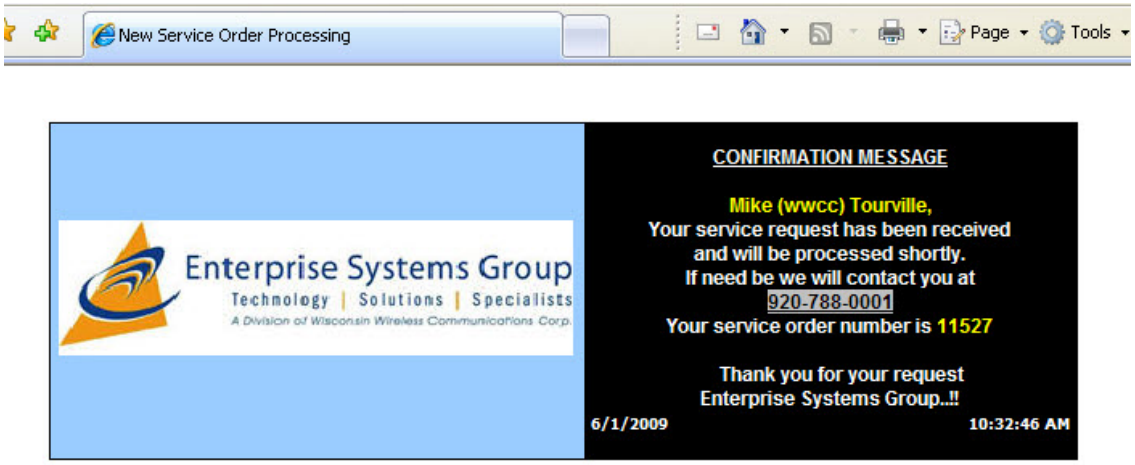
Submit Reset

Back to Main Menu

Here is a properly filled in request for RMA – Advance Replacement:



After you click the ‘Submit’ button your screen will then bring up a confirmation message like the picture below.



Back to Main Menu

Click the ‘Back to Main Menu’ to return to your main customer screen

You will be returned back to your main customer login view.

Let us view existing Service Orders:

Dealer Information
Enterprise Systems Group
2305 Kelbe Drive
Little Chute, WI 54140
Phone: 877-671-5368
Fax: 920-687-2119

- Change Password
- Log Off Module

Request Service

Make an Instant Request for Service at Your Site

Account Information
ESG Enterprise Systems Group
2305 Kelbe Dr.
Little Chute, WI 54140
Rep: Mike Tourville

** If this is an EMERGENCY, please contact our ESG Help Desk directly at our 24 hour help desk# 877-671-5368 **

Enterprise Systems Group
Technology | Solutions | Specialists
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Pending Orders

Check the Status of Your Pending Service Orders

Now click on the 'Pending Orders' box to view your existing open orders

You are brought to a view showing a list of your company's open service tickets.

Customer Pending Service Calls

Pending Service Calls
ESG Enterprise Systems Group

* Click Column Header Names to Sort *

Record (1..7) of 7

#	SONumber	Reference	Opened	System	Status	Service Type	Priority	Contract #	Contact Name	Tech Assigned	Brief Description
1	10672		2/20/2009		Open	On Site Service	P3 - Standard			Mike Tourville	Equipment Purchase Mitel (dumm
2	10727	CustRef field ?????			New	WEB	WEB				problem input box: I'm typing this
3	10750	RMA Defective 5330	3/3/2009		Open	WEB	WEB			Mike Tourville	Please send me out a new phon
4	10831	Purchase Hardware			New Web	WEB	WEB		Please Select Name		We need (3) more 5324 IP phone
5	10839	RMA - Return			New Web	WEB	WEB		Fran Penderson		Need to return (1) 5224 IP Phone
6	10840	Purchase Hardware			New Web	WEB	WEB		Please Select Name		Need (1) 5220 IP Phone
7	10845	Service Tech Needed			New Web	WEB	WEB		Fran Penderson		Oaisys Server Issue

Record (1..7) of 7

Back to Main Menu

To view details of any specific ticket, simply click on the line# on the far left side which relates to that particular ticket.

This will bring up the details of the particular ticket you clicked on

You can navigate through each ticket in your list by clicking the forward or back arrows

You can print out the details of this ticket by clicking the Printer icon.

Customer Pending Service Calls

Pending Service Calls

ESG Enterprise Systems Group

Record 3 of 7 List

SONumber:	10750
Reference:	RMA Defective 5330
Opened:	3/3/2009
Closed:	
System:	
Status:	Open
Service Type:	WEB
Priority:	WEB
Contract#:	
Contact Name:	
Tech Assigned:	Mike Tourville
Brief Description:	Please send me out a new phone. I have a defective Mitel 5330 phone. SN# 131451
Work Done:	

Record 3 of 7 List

Back to Main Menu

You can either click 'List' or click 'Back to Main Menu' to return back to the Main Menu view.