

IBM Service Request (SR) Information Pack

-By Rational Client Support Asia Pacific



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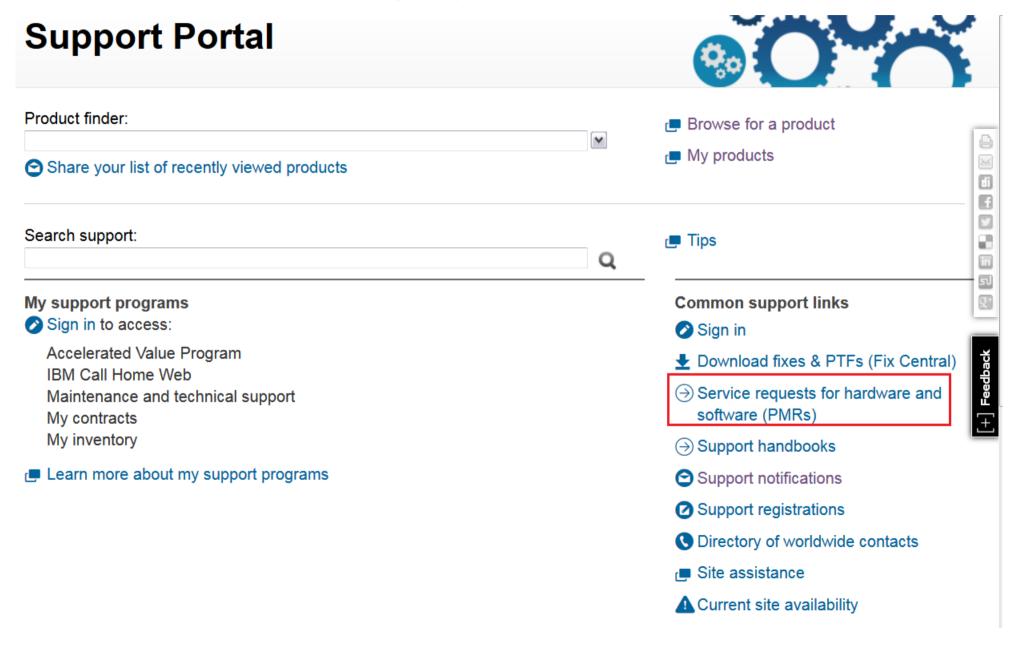
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Why Choose Service Request (SR)

- Faster creation of PMRs the SR tool allows user to maintain a user profile that simplifies and shortens the PMRs creation process. The profile will include:
 - Contact information (email, work and/or mobile phone numbers)
 - Preferred method of contact (telephone, email or via the SR tool)
 - A customized list of products the user normally support
- **Better problem descriptions** User enters detailed problem descriptions using own words, ensuring that IBM's technical support representatives are able to quickly begin resolving the problem or question.
- Shorter communication path to the experts Attach all relevant documentation (logs, configuration and other diagnostic files) when create the PMRs done in one step, saving time and ensuring IBM specialists have the information they need.
- Real time PMR management Online access to your PMRs means you can view updates made by IBM, provide updates and responses when required and access easy-to-use self-assist resources.
- Easier collaboration on PMRs across your department or company (or backing up a colleague) with secure and fully authorized access to SR you'll be able to view and/or update all of your site's service requests online.
- **Useful reports** SR has comprehensive reporting capabilities. Sort and filter your report to your liking and even download it to a spreadsheet to allow further customization.

IBM Service Request (SR) – How to Access



SR – How to Access



Service requests and PMRs

Recent acquisitions

Coremetrics



Related links

- View troubleshoot: before submitting a request
- Contact IBM support
- Lenovo PC support site

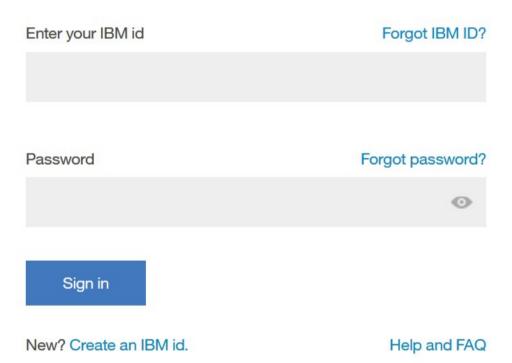
The IBM Service Request (SR) application is used to open and update service requests (formerly called Problem Management Records or PMRs) online.

→ Sign in

SR - How to Access

IBM Search Q S =

Sign in to IBM



SR – Registration

- •Register an IBM ID first
- •Then login to SR to continue registration

Service requests and PMRs

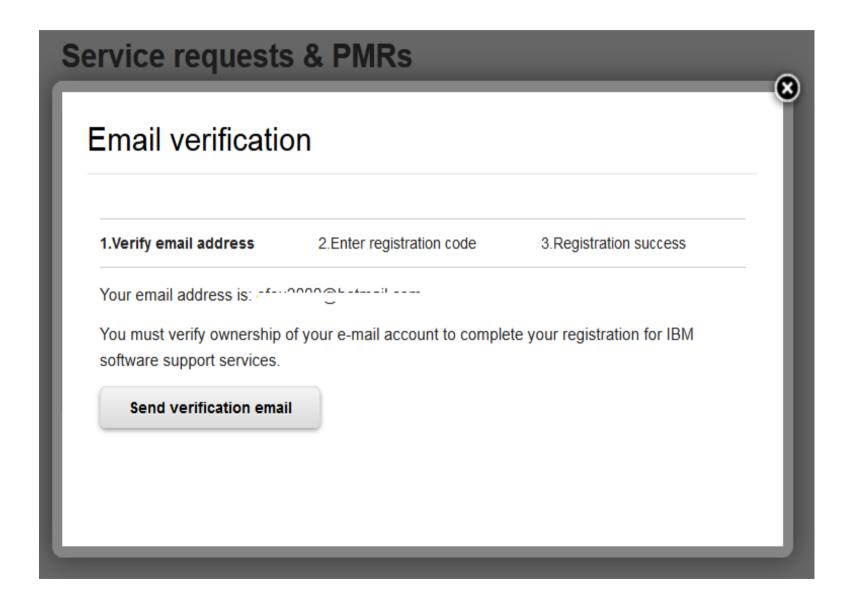
User registration

Your email is not validated with IBM Service Request

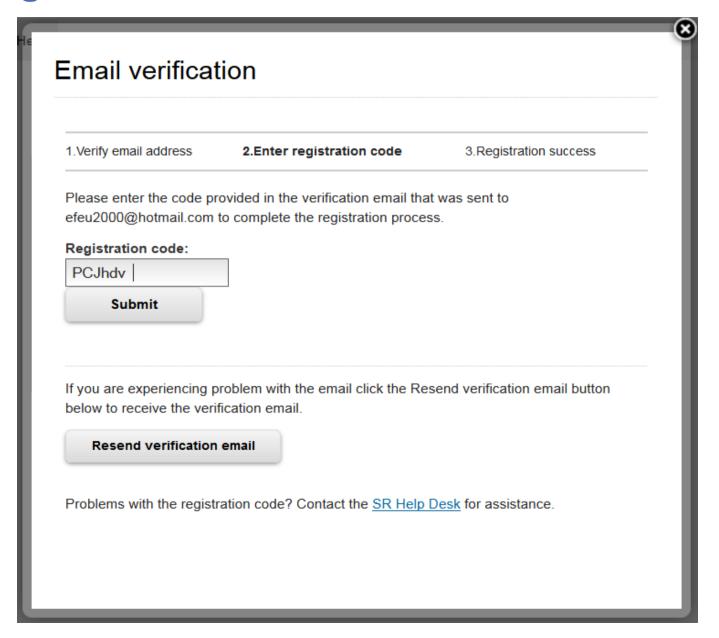
Please click below to validate your email address

Continue

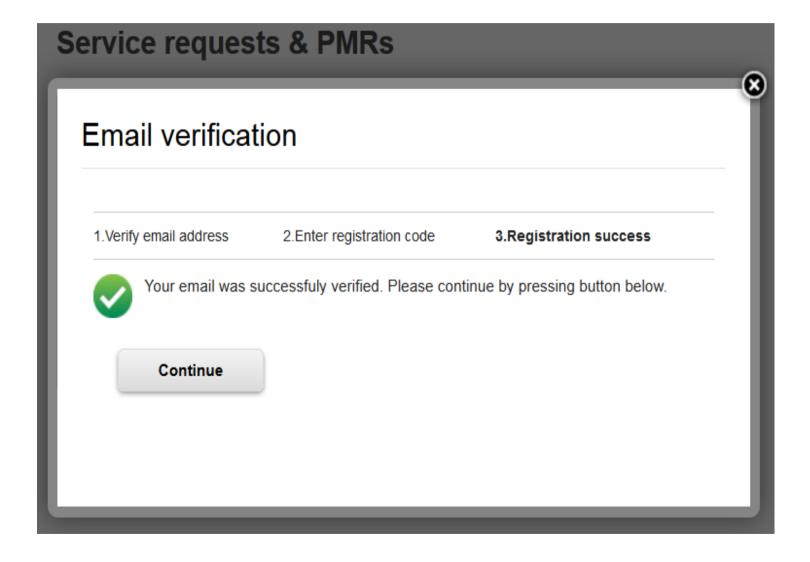
SR – Registration



SR – Registration



SR - Registration



SR - Registration

New service request

New service request

What kind of problem do you have?

- → I am having a problem with software
- → I am having a problem with hardware
- → I am having a problem with an appliance
- → As a Partnerworld business partner, my customer is having a problem with software

SR -Registration

Service requests >

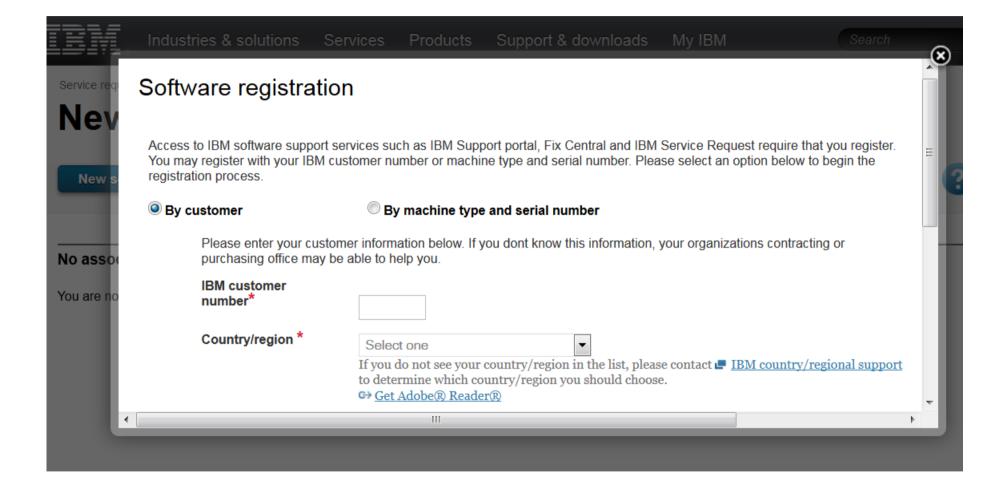
New service request

New service request

No associated ICN found

You are not registered with any IBM Customer numbers. Please click <a> Software registration to register with an IBM customer number.

SR -Registration



SR

→ Open a new service request

Service requests Search by software request number •: Select country Q Quick search: Click here to choose a quick search	Software registration User administration Partner administration Preferences
New service request	? Help



SR – Submit New Service Request (PMR)

Service requests >
New service request
Search by software request number ▼: Select country Q
Quick search: Click here to choose a quick search ▼
New service request

Enter your keyword(s)	Cant find your product?
Start typing here to display products	
✓ Show entitled products only	
Search results	

You can enter a product, component, or a component ID. Enter 3 or more characters to start or search. Enter 1 character to see products that start with that letter.

Accelerating Product and Service Innovation | Rational Service Inn

SR - Search

Filt	er list content	
()	Search my service reque	ests submitted online only
	Search all service reque	sts
	Search my service requests Include archived service requests Note: Searching the archive will take longer to return results. Please be patient. IBM Customer number	
	Service request number	■ <u>Select country</u>
<!--</th--><th>Show service requests by Created within range Updated within range Closed within range</th><th>y date range <mark>■ <u>Help</u></mark></th>	Show service requests by Created within range Updated within range Closed within range	y date range <mark>■ <u>Help</u></mark>
Froi	m To	M/d/yyyy format
Com	Show open service requestions of the service requestions of the service requirement ID	ests uests
	Search	

SR – Export and Customise Report

Search criteria

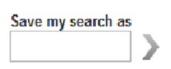
- Search all service. requests
- Show open and closed service requests
- Show service requests up to todays date
- Severity: All

IBM Customer number

- All

Search for keywords

- ← Change search criteria
- C Start a new search



Please note the following items before continuing:

Your search results include only current service requests. Archived service requests are not included.

Your search results are shown below. To sort the results, select a column heading. To change the sort direction, select the heading again.

- Customize result table
- Printable report
- ·: Unread !: Needs your attention
- : Print details of this service request
- : Email this service request

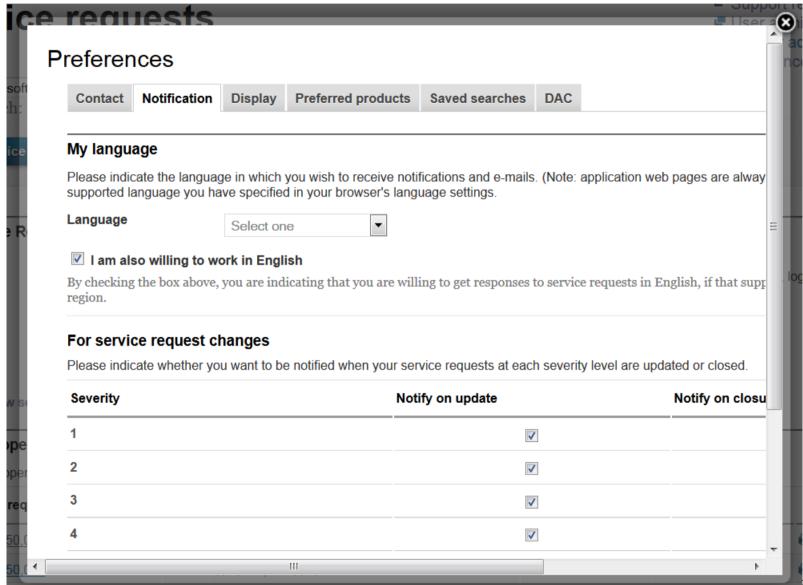
Results per page: 20 | 50 | 100

270 items found: displaying items 1 - 100.[First/Prev] 1, 2, 3 [Next/Last]

!•	Service request #	<u>Title</u>	Severity	<u>Status</u>	Date submitted		
	24305 000 000	Unable to loging to Rational Aspat Manag .	2	Open	9/5/14	0	×
	<u>89570,550,000</u>	ICSW test pmr for queue entered in lewer.	3	Open	7/1/13	0	\boxtimes
•	88025 LGQ 000	inefficient code for morecet	2	Closed	4/26/13	8	\boxtimes
	87581_L\$\alpha\chi\chi\chi\chi\chi\chi\chi\chi\chi\chi	Using Grefox resoluti 25 and above, resk	3	Open	11/14/13	ø	\boxtimes
•	37469,L6Q,00 <u>0</u>	export hangs from conditine 8303, 9502 as	2	Open	11/13/13	Θ	\boxtimes

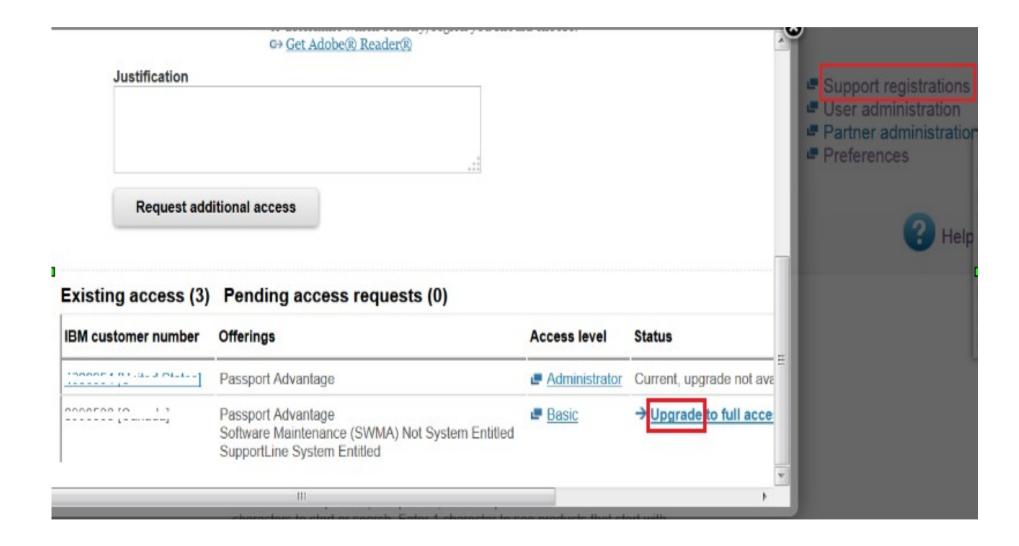
SR - Notifications

Configure Notifications from Preferences





SR – Upgrade Access Level



SR – Access Levels

Function	Reader	Basic	Full	Admin/STC
Create a service request		Х	Х	Х
Update a service request that I create		Χ	Χ	Χ
Update a service request that my coworkers create			Χ	Χ
Associate other people with service requests that I create			Χ	Χ
Simple and advanced search	Χ		Χ	Χ
View/read a service request	Χ	Χ	Χ	Χ
Add and manage user access to SR for others in my company				Χ
Approve user access requests				Χ

SR - Help

IBM Service Request Help

Welcome

Accessing SR

Using SR

Administration

Software Business Partners

Help Desk

Welcome to IBM Service Request Help

Select a tab to view help documentation and the related sub-tabs that contain additional documentation. Frequently asked questions (FAQs) are located in the Using SR tab. If you need further assistace, please see the Help Desk tab.

Note to Lenovo customers: please visit the following URL for more information about obtaining support for Lenovo products: https://ibm.biz/BdEgkh

Translate my page

Select Language