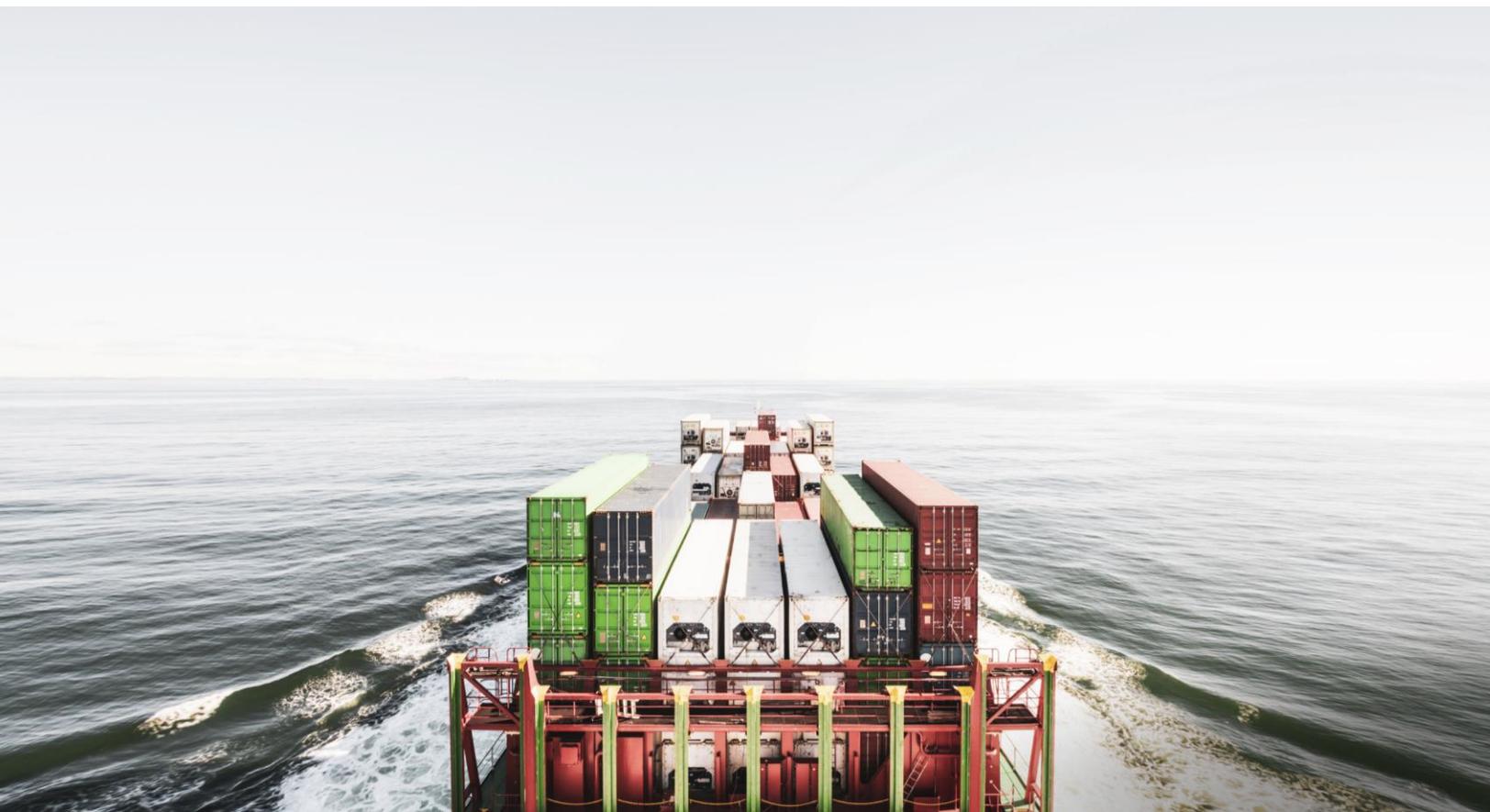


Customer Portal User Guide

e2open Support Portal

Salesforce
2023 v.1





Contents

Logging In	2
Welcome Email.....	2
Resetting your Password	2
Self-Registration	3
Self-Registration: Successful Registration	3
Self-Registration: Unsuccessful Registration.....	4
Self-Registration: Existing User	4
Portal Navigation: Homepage	5
Portal Navigation: Top Navigation Bar	5
My Cases.....	5
My Open Cases.....	6
Create a Case.....	6
On Demand Reporting.....	7
My Products	7
My Settings.....	7
Working with Cases	8
Open Cases	8
Case Detail Descriptions:.....	8
Severity Level Descriptions	8
Knowledge Articles.....	9
Live Chat.....	9



Accessing the Portal

Logging In

Welcome Email

New users will receive a welcome email with credentials and access instructions. The email will contain the portal login URL, username and directions on how to reset your password. For most users your username will be your email address.

Customers can access the portal directly from the following URL:

<https://www.e2open.com/csp>

e2open[®]

Username

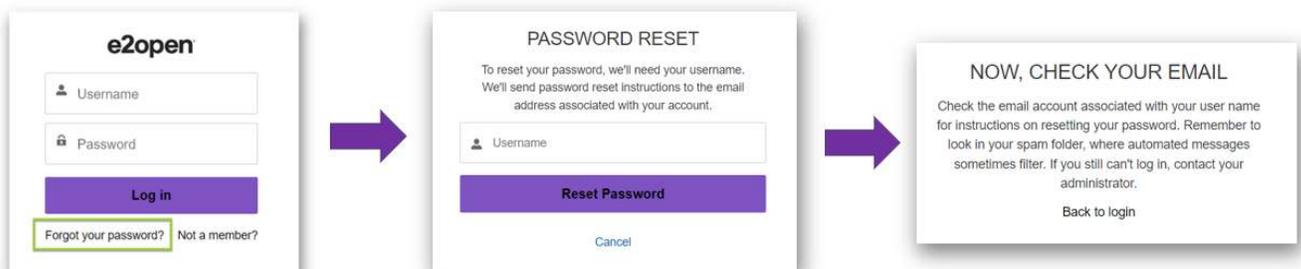
Password

Log in

Forgot your password? Not a member?

Resetting your Password

If you forget or need to reset your password, click **“Forgot your Password?”** from the login screen to initiate the password reset process.



Self-Registration

Registered support contacts can self-register for access to the portal. To do so click “**Not a member?**” to complete the short form to register.

The diagram illustrates the process of self-registration. On the left is the login page, which features the e2open logo at the top. Below the logo are two input fields: 'Username' with a person icon and 'Password' with a lock icon. A purple 'Log in' button is positioned below these fields. At the bottom left of the login page, there are two links: 'Forgot your password?' and 'Not a member?'. A green box highlights the 'Not a member?' link. A purple arrow points from this link to the right, where the self-registration form is shown. The self-registration form also features the e2open logo and a heading: 'Join the community to receive personalized information and customer support.' Below this heading is a 'Name' section with three input fields: 'First Name', 'Last Name', and 'Last Name'. There is also an '*Email' field with the placeholder text 'you@example.com'. A purple 'Submit' button is located at the bottom right of the form.

Self-Registration: Successful Registration

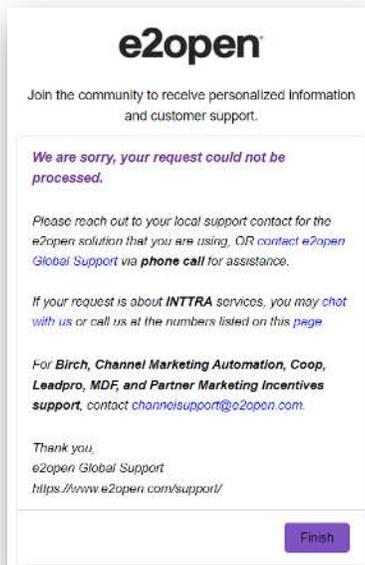
If your new user self-registration is successful, you will see the below:

The screenshot shows the successful registration confirmation page. At the top is the e2open logo. Below the logo is the text: 'Join the community to receive personalized information and customer support.' In the center, there is a green box with the text: 'Portal Access Enabled!' followed by 'Please check your email to create a password for portal access'. Below this box is a purple 'Finish' button. At the bottom of the page, there is a link: 'Already have an account?'.



Self-Registration: Unsuccessful Registration

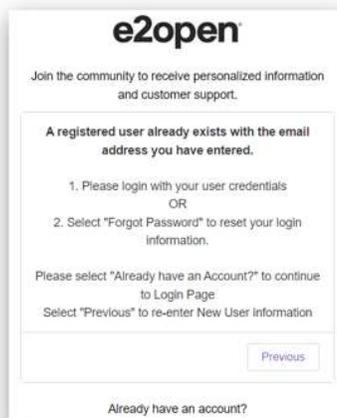
If your new user self-registration cannot be finalized, you will see the below:



For further support please contact e2open Global Support by visiting <https://www.e2open.com/global-support/> or calling +1-650-299-8111

Self-Registration: Existing User

If you have previously registered with us, you will see the below:



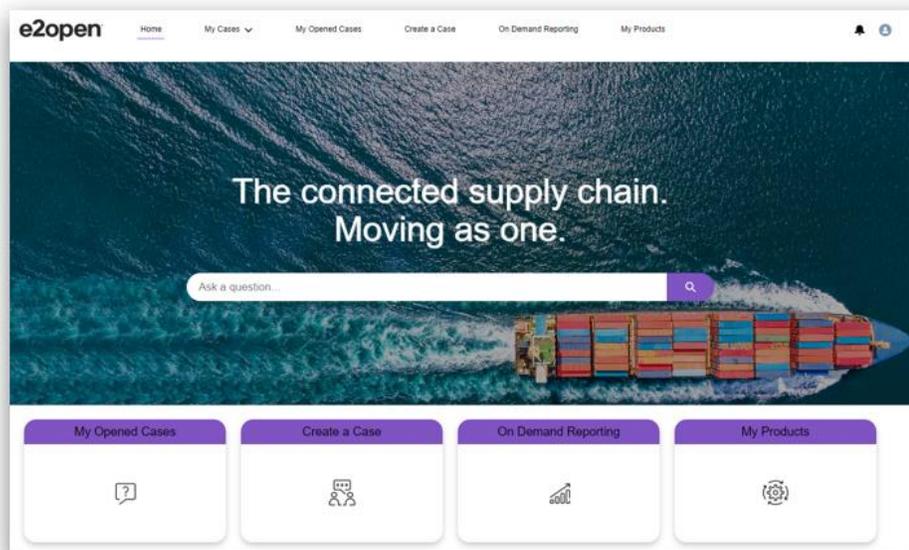
Please use the same email and follow the reset password instructions to reset your login information and gain access.

Using the Portal

Portal Navigation: Homepage

Upon login, the home page provides a list of menu items to select from. Users can search for cases and knowledge articles directly from the search bar.

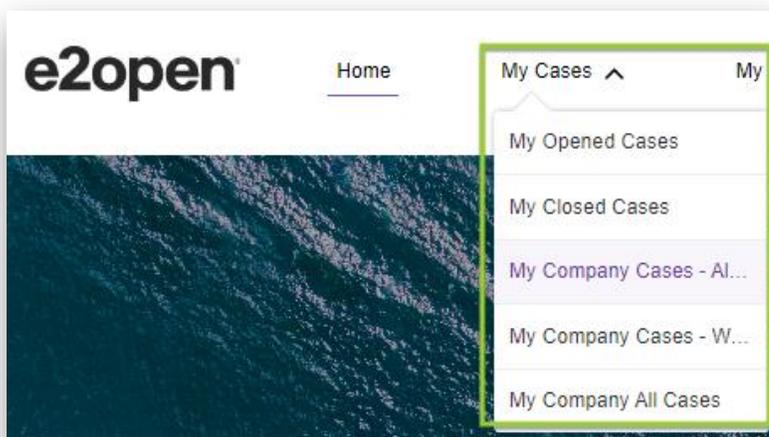
NOTE: When searching for cases only enter the numerical values, omitting the “CSR” prefix



Portal Navigation: Top Navigation Bar

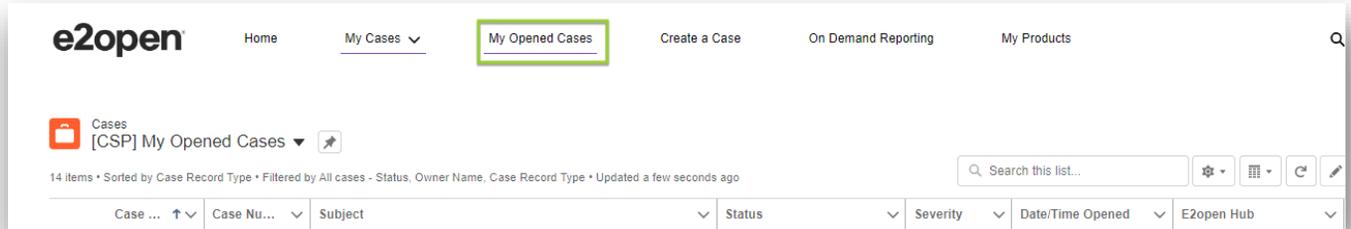
My Cases

In addition to the homepage users can select different case views from the “**My Cases**” option at the top navigation bar.



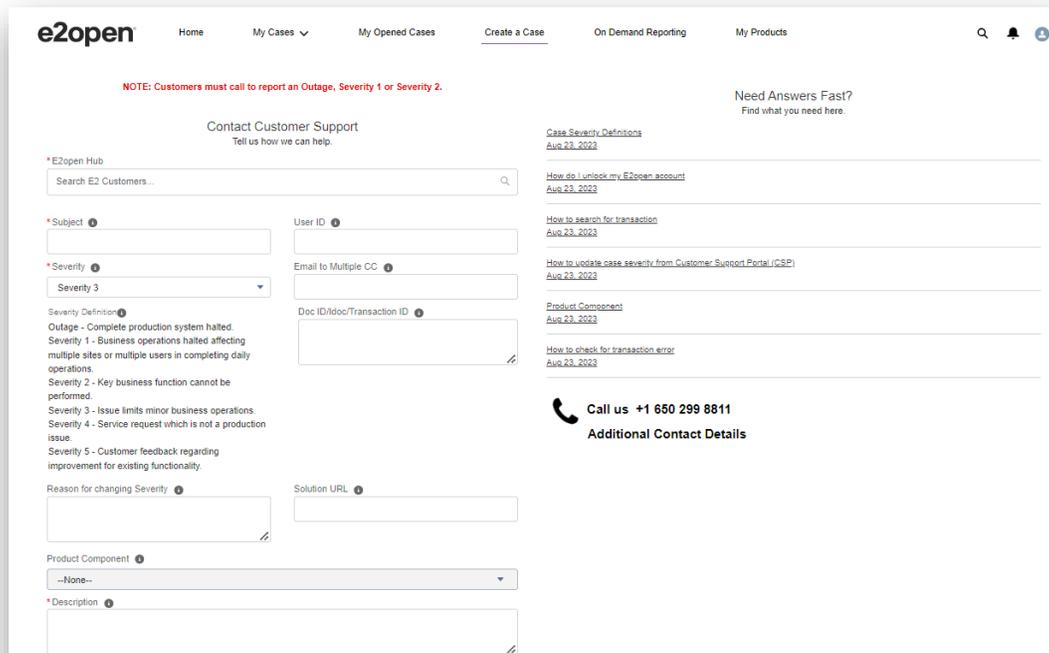
My Open Cases

From the navigation bar, the “**My Open Cases**” option shows all of the users open cases with e2open customer support



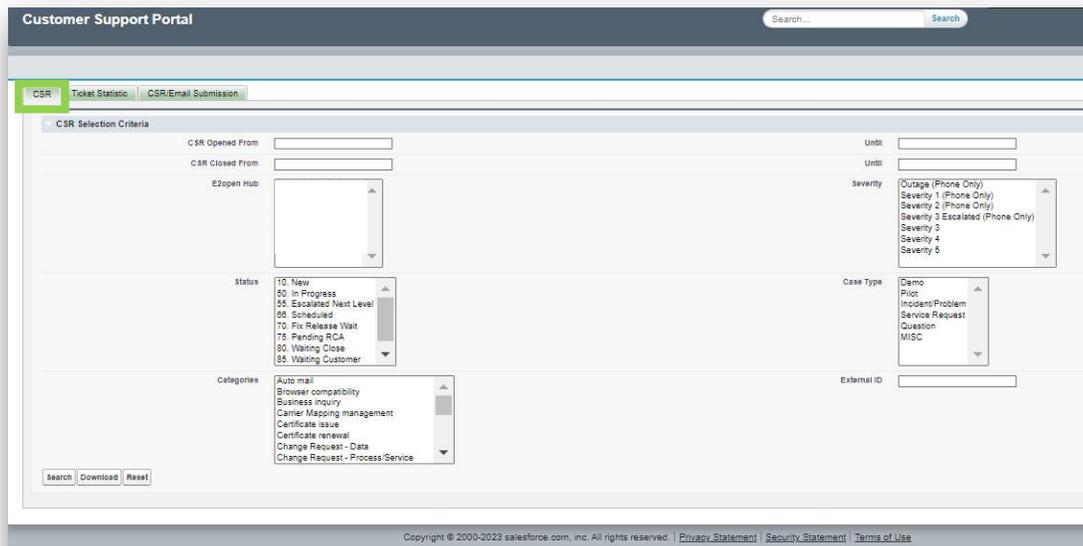
Create a Case

“**Create a case**” allows users to submit a new support request. Please complete the form and any required fields. If you are reporting a Severity 1 or Severity 2 incident please also call in your request to ensure immediate support.



On Demand Reporting

Select “**On Demand Reporting**” to search for cases by opened and/or closed data, severity and/or status. Search results can be exported to excel via the “download” button.



Within the On Demand Reporting section users can find the following reporting:

- **Cases Trend** - Shows number of cases Opened/Closed/Backlog over a defined period
- **Cases by State & Severity chart** - Shows all CSR cases by their current State and Severity level over a defined period
- **Cases by Month & Severity** - Shows all CSR cases in monthly totals by their current State and Severity level over a defined period
- **All Email Submission** – Provides the list of users who have access to send emails to customersupport@e2open.com to open CSR cases
- **Email Submission (Support Team)** – Provides the list of users from customers' support team that have access to send emails to customersupport@e2open.com to open CSR cases
- **CSP Enabled** - Provides the list of users who have access to login to the portal

My Products

“**My Products**” will show a list of your solutions and subscriptions.

My Settings

“**My Settings**” allows you to update your communication preferences for your subscriptions.



Working with Cases

Open Cases

To follow up on an open case user can either add a new case comment directly from the portal, or reply to the case specific email received from customersupport@e2open.com

Case Detail Descriptions:

Field	Description
Status	Current status of the case
CSR Number	Support case/ticket number
External ID	Customer case/ticket number
Parent Case	Link to another support case/ticket number
Case Origin	Origin of the case creation
E2open Hub	Customer project name defined by e2open
Environment	The environment where the solution is hosted
Contact Name	Name of customer who submitted the case

Severity Level Descriptions

Business Impact	Description	Definition
Fatal – S1 (Severity 1)	Production system down	Business Operations halted and users are unable to complete daily operations. Must affect multiple sites or multiple users.
Critical – S2 (Severity 2)	Severe functionality loss	Key business functions cannot be performed
Important – S3 (Severity 3)	Limited functionality	Issue limits minor business operations
Minor – S4 (Severity 4)	Service request	Service request which is not a production issue
Enhancements – S5 (Severity 5)	Feature enhancements	Customer feedback regarding improvement to existing functionality

Knowledge Articles

Knowledge articles are available from the main search bar on the home page or directly from the recently published and featured article sections of the homepage.

- Published articles show all articles related to your subscriptions
- Features articles highlight select content

On each article there is a Star and an Email icon:

- **Star:** Bookmark an article – all bookmarked articles will be shown on the Portal’s home page, “Article Bookmarks” section.
- **Email:** Subscribe to an article – users will receive an email notification every time the article is updated.

Live Chat

Live Chat is available for selected products only. If you are entitled, you will see an option to chat directly from the portal home page. To initiate at chat:

- Select your desired product based on the nature of your issue
- Click “Chat with us now” to initiate a Live Chat session with e2open Customer Support agents
- **Upon initiating a chat, you will be prompted to either create a new case or select an existing case**
 - New case: select from the list of topics and then click Chat now
 - Existing case: select from the list of open cases and then click Chat now