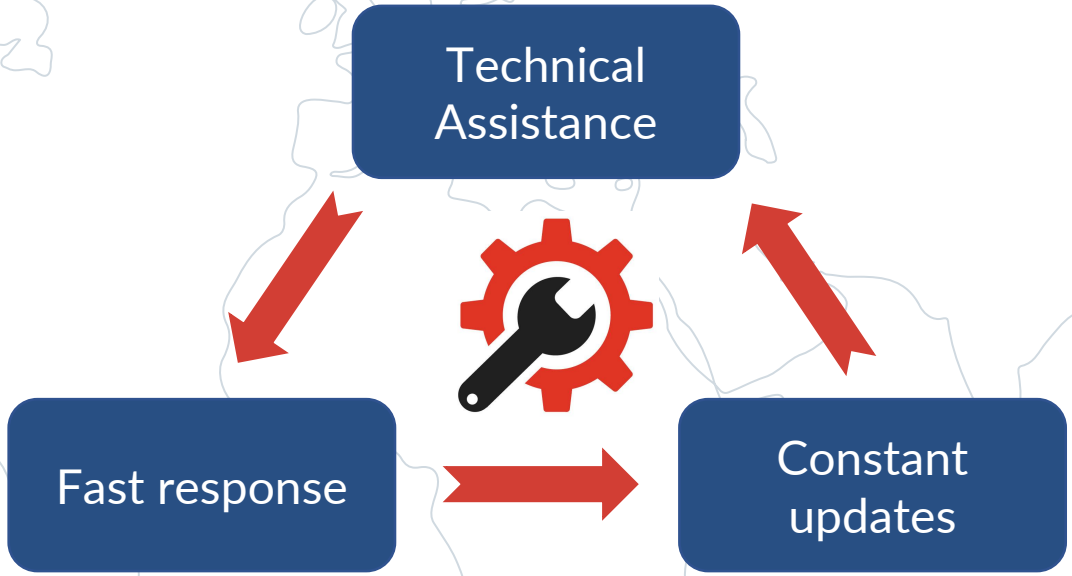
Automation Under Control

DYNAMIC SUPPORT

What is Dynamic Support?



Dynamic Support provides fast and efficient technical support, ensuring you are always updated on your open Tickets.

What is a Ticket?

A Ticket is how we manage assistance requests placed trough Dynamic Support.

Every ticket has its own identification code and is visibile from the moment it's opened until its resolution, giving the customer an easy way to be constantly updated on their request status.

Dynamic Support User Guide

- Section 1 –

Sign Up and Login

Accessing Dynamic Support

The Dynamic Support portal can be accessed at any moment from our site: www.elco-italy.com

Just click «Tech Support» on the menu at the top of every page to be redirected to the service's Home Page.

Home Page

Login and Registration

Tech Support Ticket

Welcome! If you have some question or some problems you can open a ticket.

We will reply you within 16 hours.

What can we help you with?

Open a Support Ticket
Send us a technical request / Inviaci una richiesta tecnica

Open Complaint Ticket

Complaint Ticket

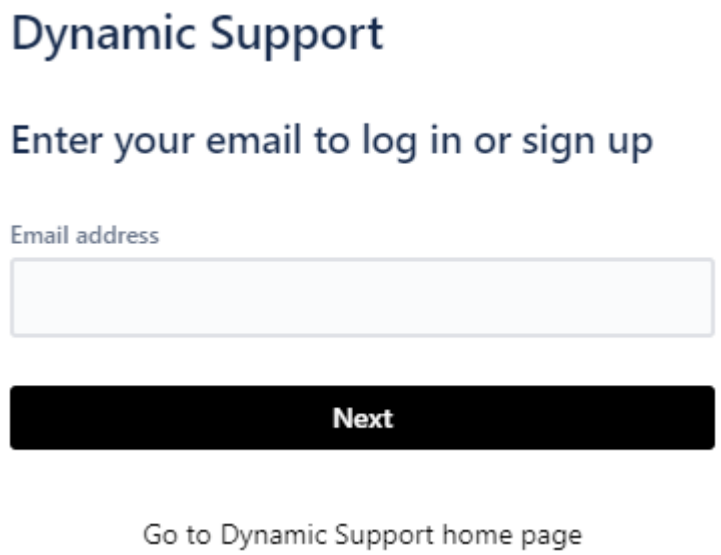
Powered by Jira Service Management

Account creation

It is recommended to have an account for Dynamic Support.

Signing up isn't required to open a ticket, but you won't be able to use the monitoring functions without an account.

To sign up or log in, press the «Log in» button and follow the steps.



Dynamic Support User Guide

- Section 2 –

Tech Support Tickets

Tech Support Tickets

Tech Support Tickets can be used to request any kind of information regarding a product, such as:

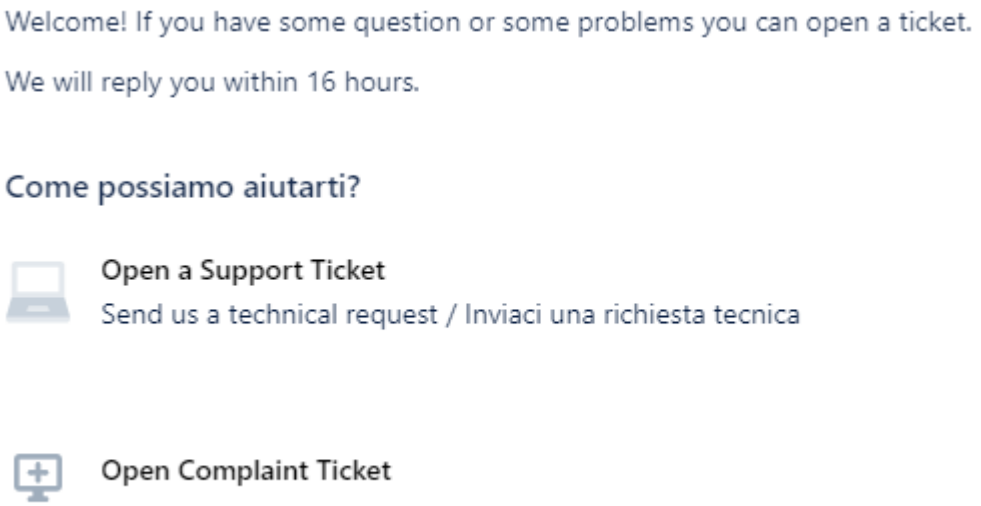
- **Specific technical data/documentation requests**
- **Modes of installation**
- **Product configuration**
- **Identifying alternatives**

Tech Support tickets can't be used for cases such as:

- **Malfunctioning products**
- **Commercial info**
- **Etc…**

Opening a Tech Support Ticket

You can open a Tech Support Ticket directly on the Dynamic Support Home Page:



You will be redirected to the Tech Support form.

Filling a support request form

Completely filling all voices in the tech support request form significantly impacts on the ticket's resolution time.

It's important to:

- **Choose the correct prority**
- **Provide the related product codes**
- **Make a detailed and exaustive description of the request**

There's never too much information: the more we have, the faster and better suited to your needs our answer will be.

Dynamic Support User Guide

- Section 3 –

Complaint Tickets

Complaint Tickets

Complaint Tickets can be used to return or request assistance on an already bought product. Some examples are:

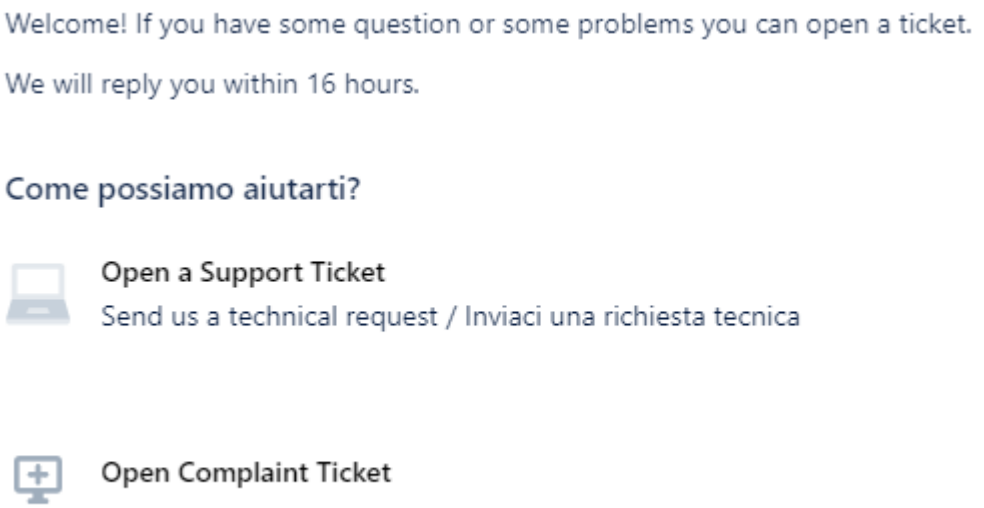
- **Assistance on a malfunctioning product**
- **Returning/replacing a product under warranty**
- **Requesting a product analysis or repair**

Complaint Tickets can’t be used for cases such as:

- **Difficulties while installing a product**
- **Problems with documentation (manuals, datasheets…)**
- **Etc…**

Opening a Complaint Ticket

You can open a Complaint Ticket directly on the Dynamic Support Home Page:



You will be redirected to the complaint request form.

Filling a complaint request form

Filling the from in a complete and detailed manner is of high importance for a fast and precise answer.

The information we recommend putting in the form are:

- **Product application description**
- **Working environmental conditions**
- **Detailed product fault/malfunctioning description**
- **Product's functionality inside the application**

In case more information are needed our technicians will directly contact you.

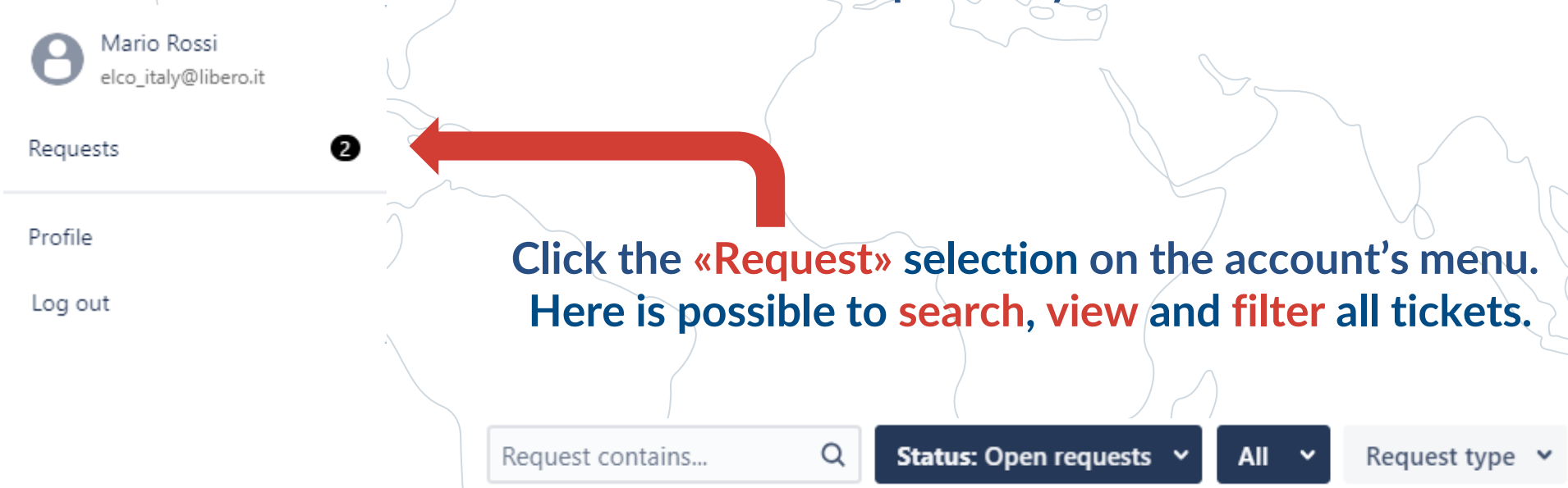
Dynamic Support User Guide

- Section 4 –

Ticket Monitoring

Viewing opened Tickets

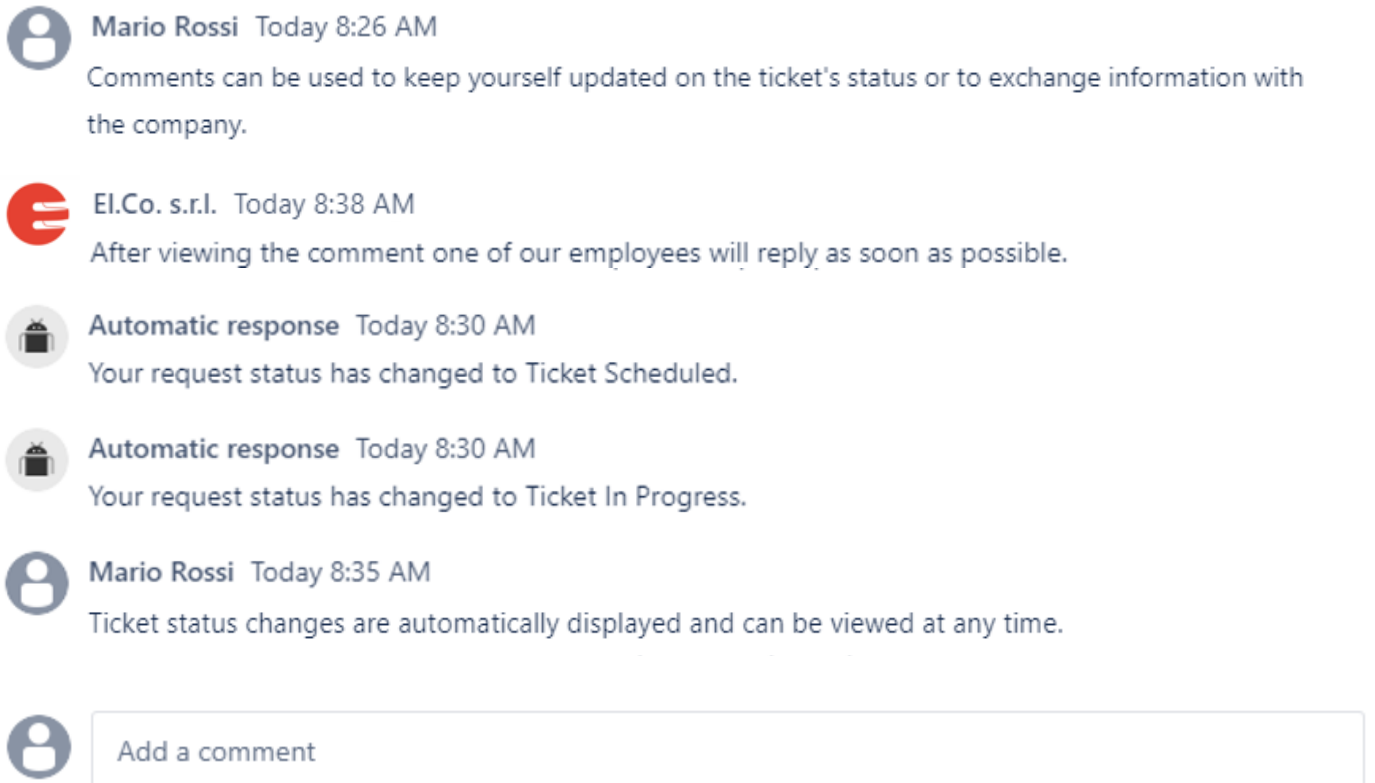
The Dynamic Support service gives customers the ability to view every ticket opened by them.



Click the «Request» selection on the account's menu.
Here is possible to search, view and filter all tickets.

Communication via comments

Inside a ticket you can view its current status and exchange messages with us using the comments function.



Targeted support

Faster More Efficient

OUR
SERVICE

Competent Professional

THANK YOU FOR FOLLOWING THIS GUIDE!

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