



Archiva Customer Care

User Manual

INDEX

1.0 Introduction

2.0 Account Registration

2.1 Registration Confirmation

2.2 Portal Access

3.0 Sending a Request

4.0 List of Requests

5.0 Request lifecycle

5.1 Workflow

6.0 Account Management

1.0 Introduction

The Archiva Group Customer Care portal is the tool through which you can **send a request for technical or functional support to Customer Care department.**

The system is accessible from any browser and device and allows applicants to independently check the status of their reports and interact with the structures that handle them.

It is the point of contact between Customers and Customer Care Staff, who have the task of organising, sorting and processing each request in order to ensure customer satisfaction.

Service requests are created through a simple and clear procedure.

This method ensures that the alert is opened correctly, that the most appropriate priority level is assigned, that the alert is quickly directed to the relevant department and that the status of open requests is monitored.

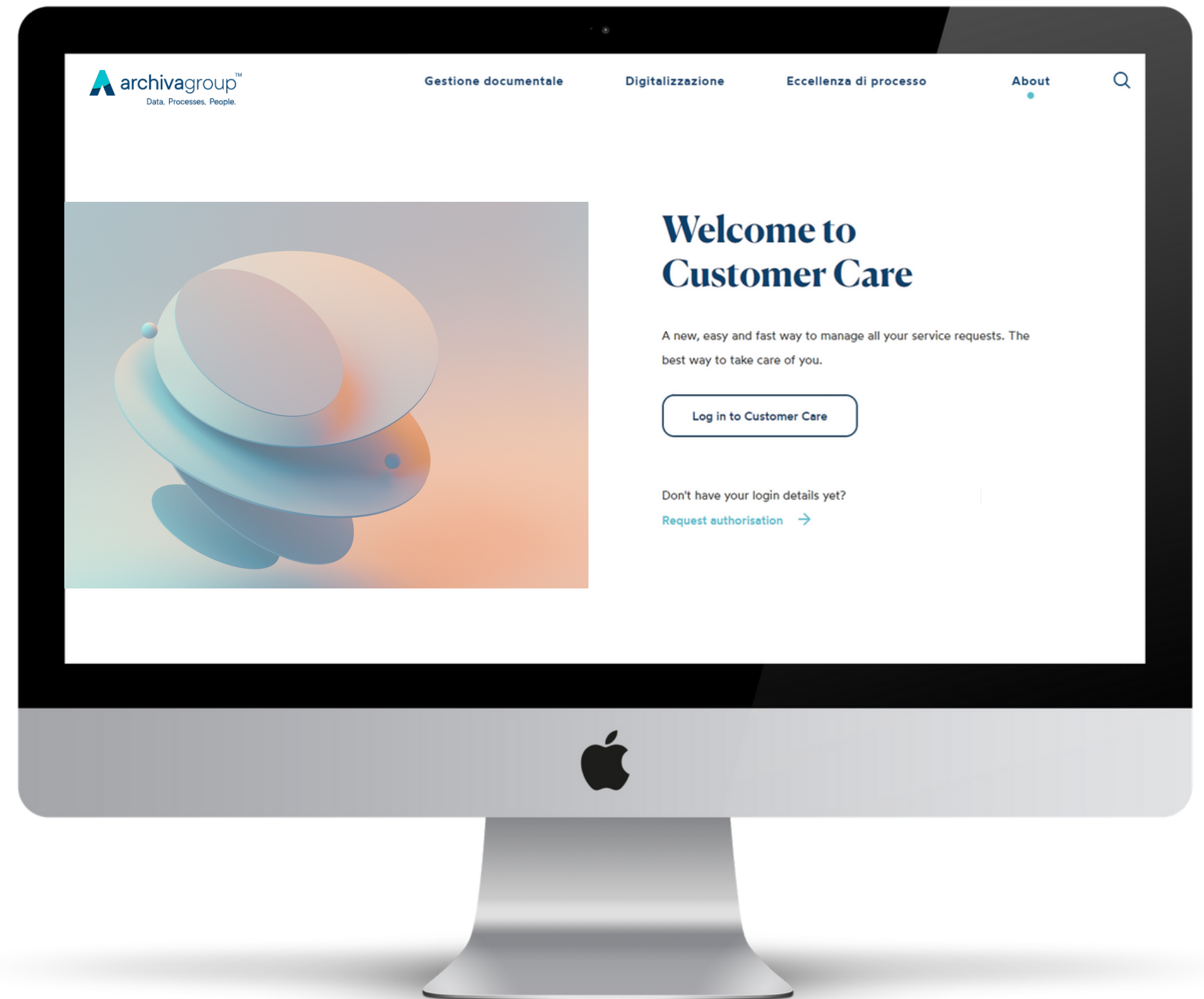


2.0 Account Registration

For reasons of security and confidentiality of information, access to the Archiva Group Customer Care portal is subject to user registration.

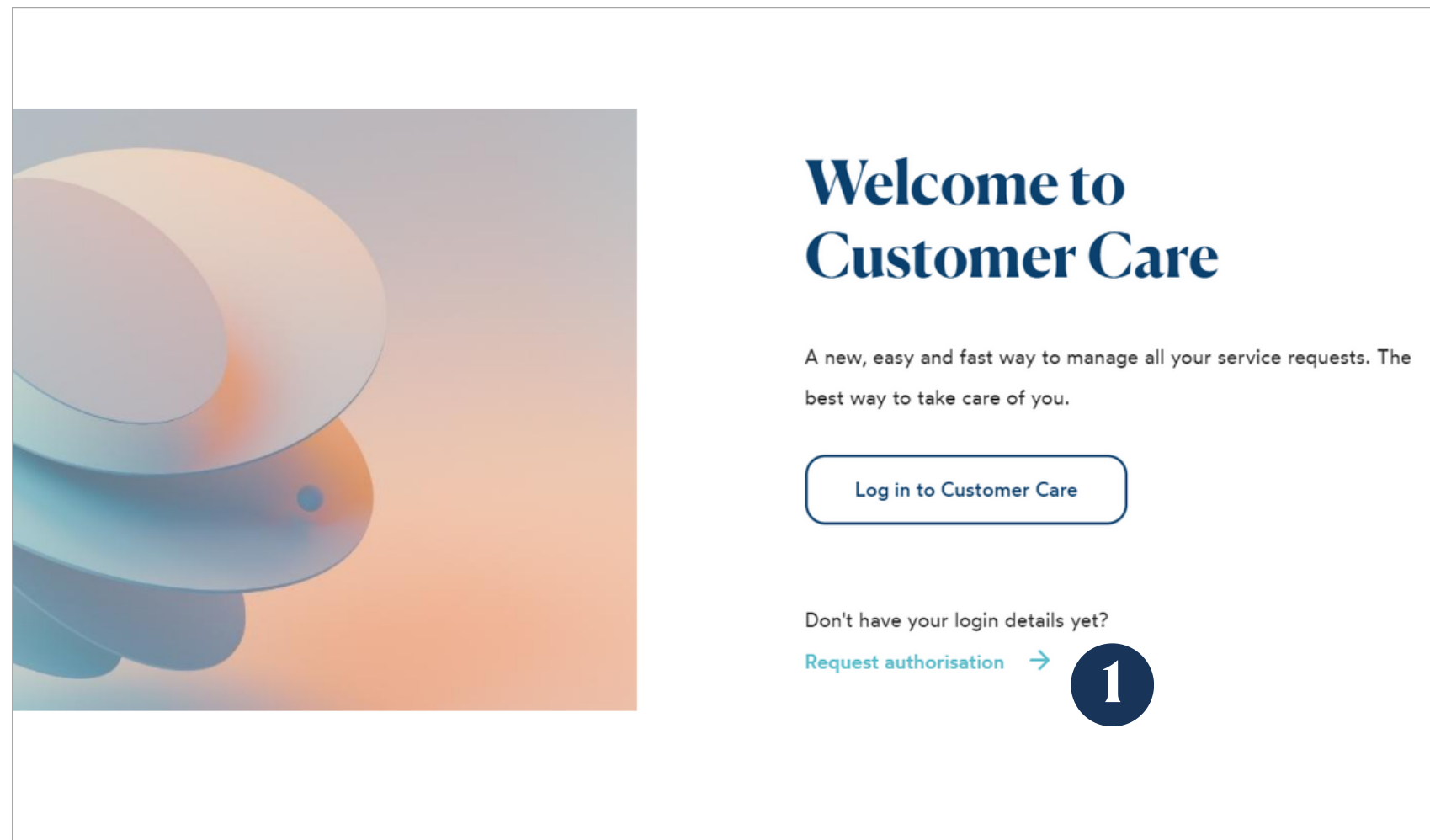
Registration can be requested from your internal user contact for the services provided by Archiva or by accessing the web page:

<https://www.archivagroup.com/en/about/customer-care>

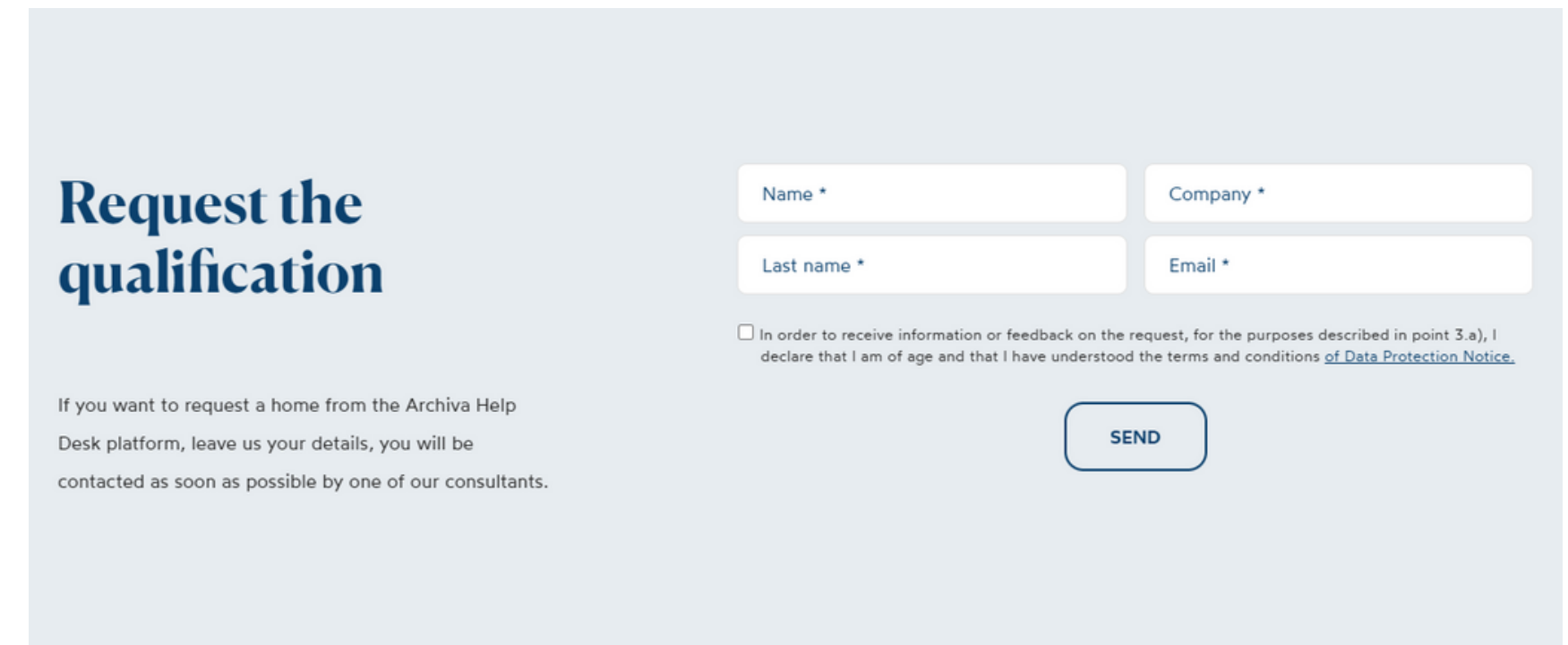


2.0 Account Registration

- 1** To register directly from the portal click on the button: **"Request Authorisation"**.



You will be asked to fill in the following form. Fill in the required fields and click on the button **"Send"**.



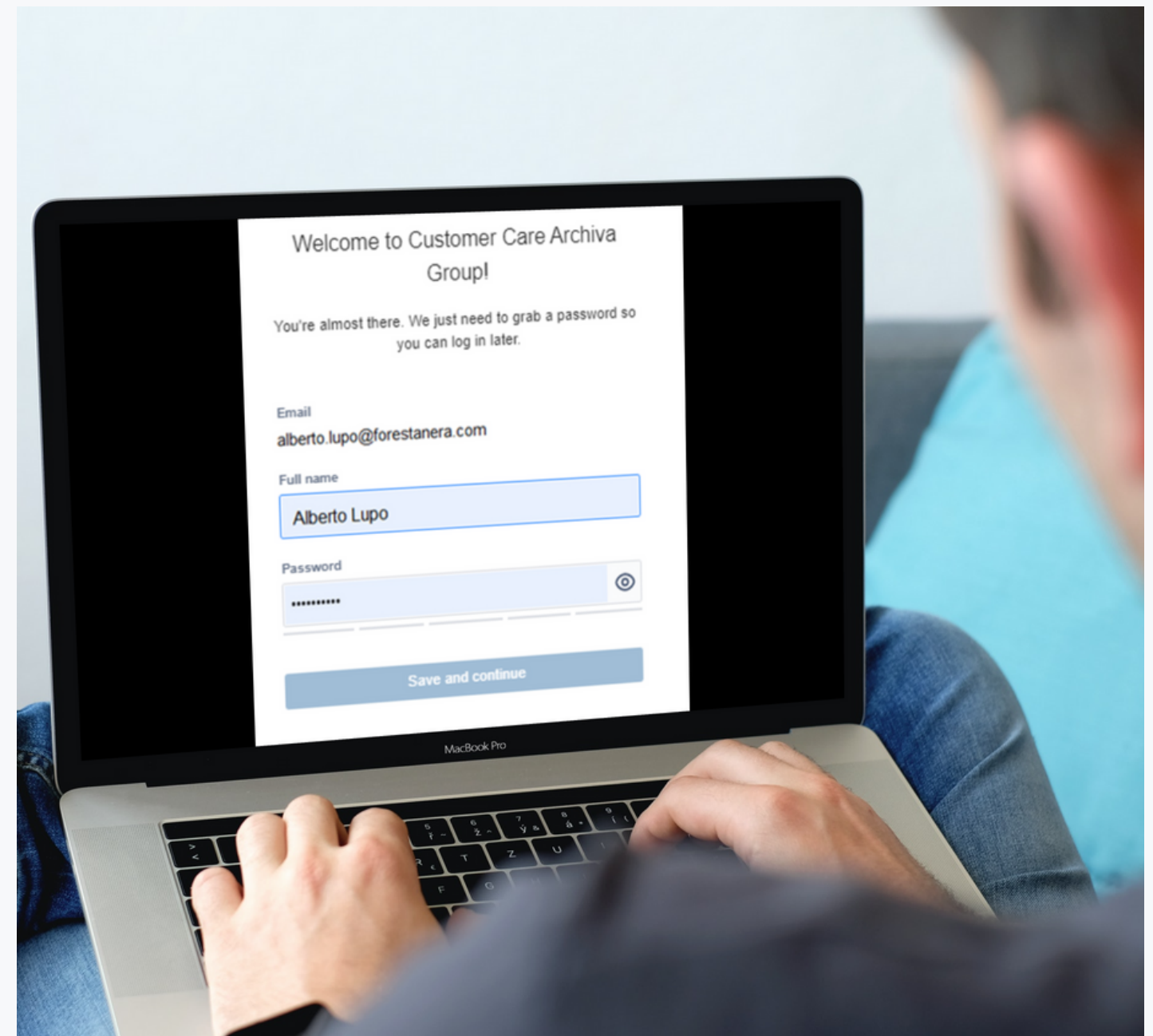
The screenshot shows a form titled 'Request the qualification'. The form has four input fields: 'Name *', 'Company *', 'Last name *', and 'Email *'. Below these fields is a checkbox with the text: 'In order to receive information or feedback on the request, for the purposes described in point 3.a), I declare that I am of age and that I have understood the terms and conditions of [Data Protection Notice](#).' At the bottom right of the form is a rounded rectangular button labeled 'SEND'. Below the form, there is a short paragraph: 'If you want to request a home from the Archiva Help Desk platform, leave us your details, you will be contacted as soon as possible by one of our consultants.'

2.1 Registration Confirmation

- 1** You will receive an initial email confirming that your request has been processed.
- 2** After a few hours, you will receive an email containing a link through which you can specify your access password.
- 3** Click on the link to open the page where you can register your password.

Enter a password of your choice and click **“Salva e continua”**.

You will be directed to the homepage of the Customer Care portal.



2.2 Portal access

For subsequent accesses you must open the login page


<https://www.archivagroup.com/en/about/customer-care>

and enter your login details.



You can also reset your forgotten password on this screen.

Log in to Customer Care Archiva Group

 [Forgot your password?](#)

Need an account? [Sign up](#)

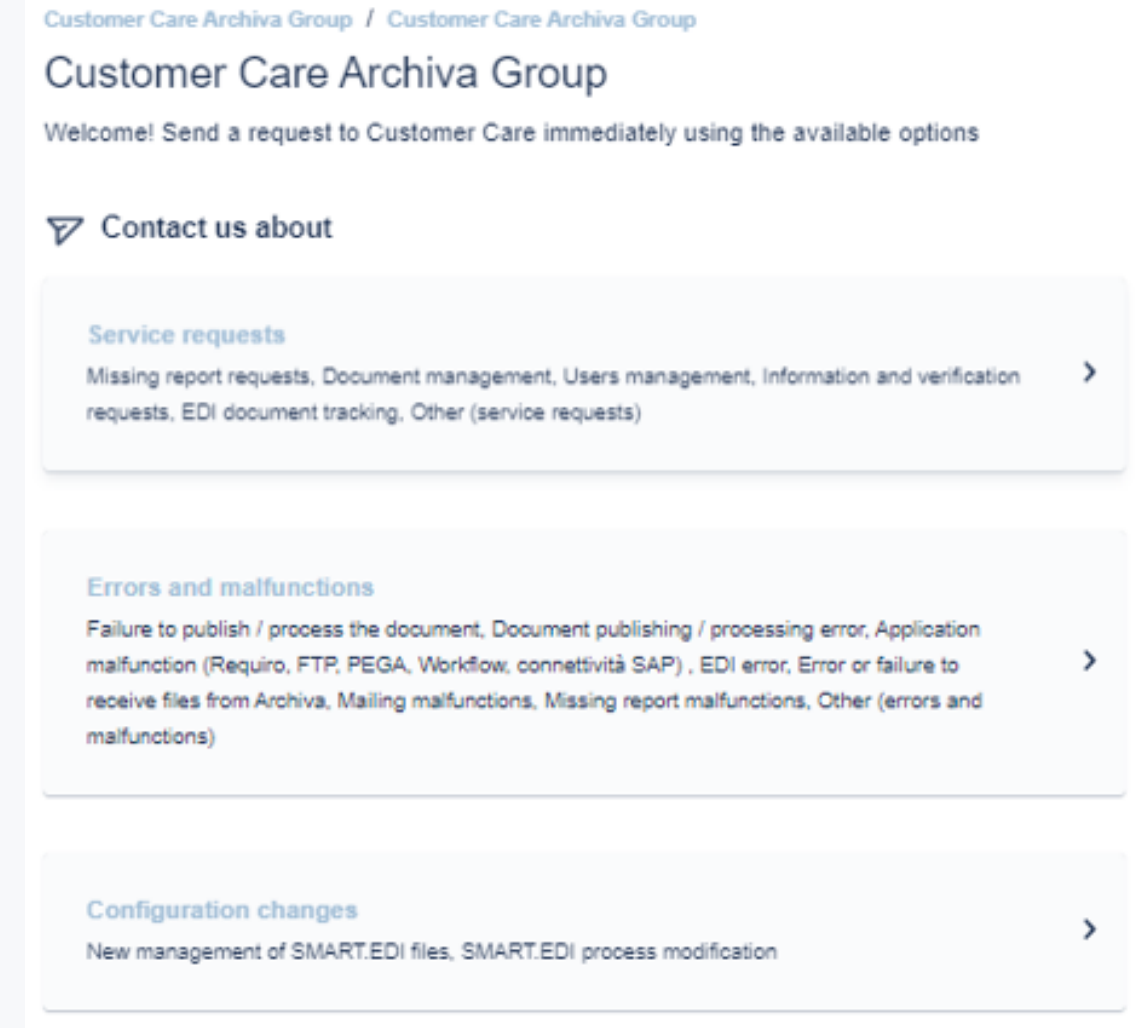
3.0 Sending a Request

To send a request to Archiva Customer Care, after the login, choose the macro category of your request:

1. Service requests

2. Errors and malfunctions


3. Configuration changes - **ONLY for Customers who have purchased the SMART.EDI Service!**



Customer Care Archiva Group / Customer Care Archiva Group

Customer Care Archiva Group

Welcome! Send a request to Customer Care immediately using the available options

 Contact us about

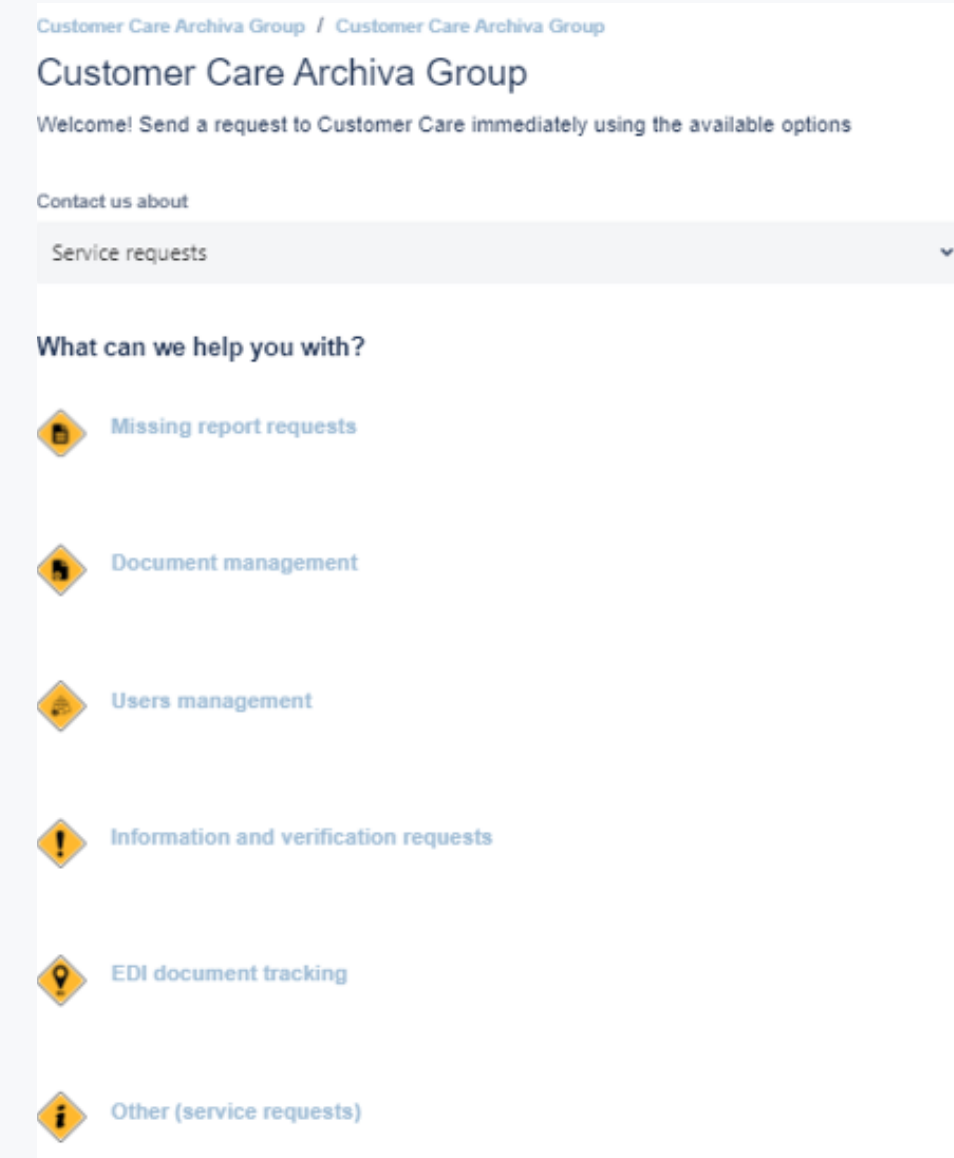
- Service requests**
Missing report requests, Document management, Users management, Information and verification requests, EDI document tracking, Other (service requests) >
- Errors and malfunctions**
Failure to publish / process the document, Document publishing / processing error, Application malfunction (Requiro, FTP, PEGA, Workflow, connettività SAP) , EDI error, Error or failure to receive files from Archiva, Mailing malfunctions, Missing report malfunctions, Other (errors and malfunctions) >
- Configuration changes**
New management of SMART.EDI files, SMART.EDI process modification >

3.0 Sending a Request

Once you have selected the macro category, you will see the corresponding list of request categories to choose from.

The image shows, for example, the page for the categories corresponding to "Service Requests".

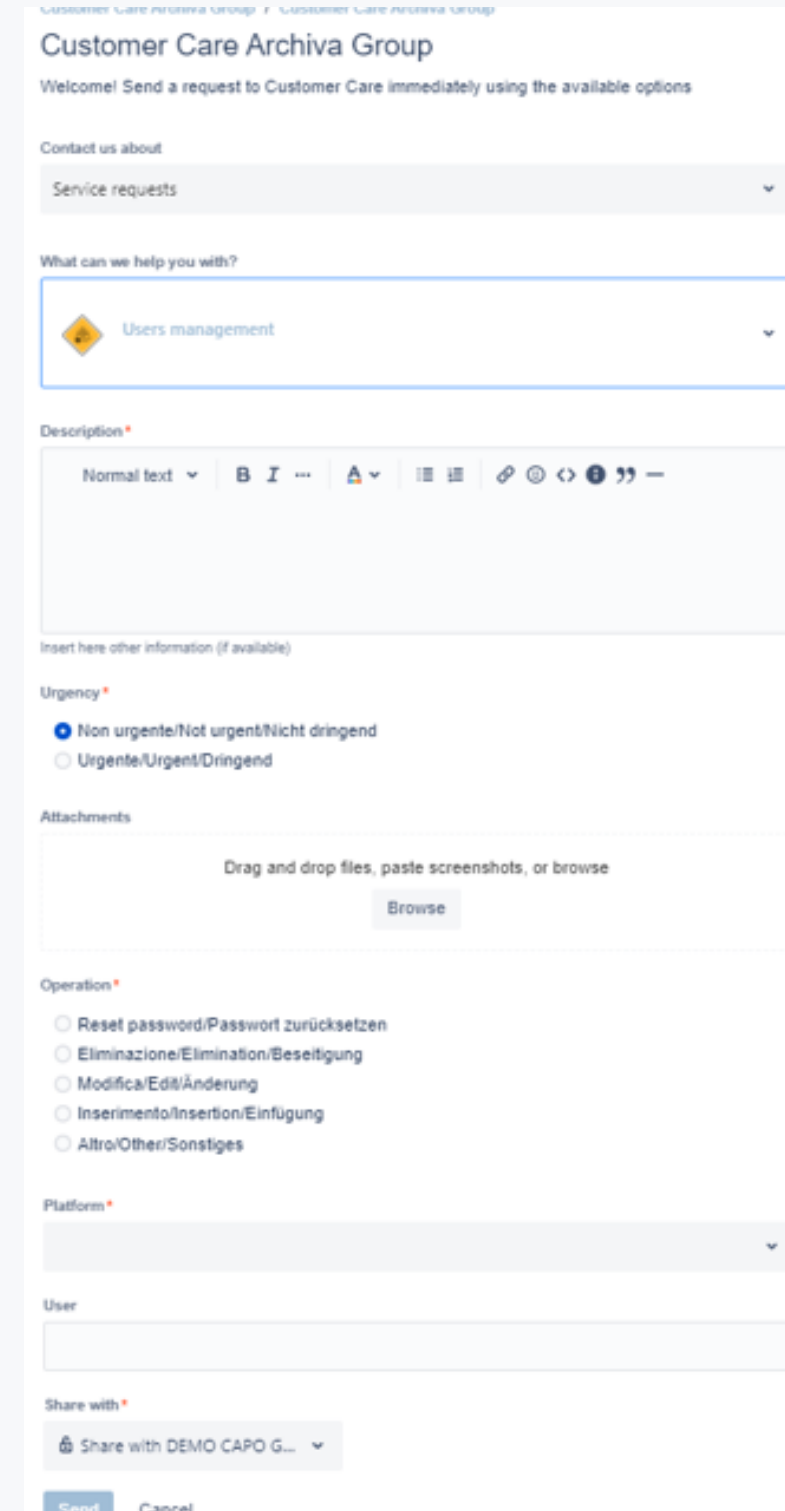
After the selection of the category, you can specify the details of your request and submit it.



3.0 Sending a Request

The more precise the request, the shorter will be the processing time. Therefore we ask you to enter as many details as possible.

If the request is shared with the relevant organisation ("Share with" field), it will be visible to all users belonging to that organisation. Otherwise, if it is not shared, the request will be only visible to the user who opened it.



The screenshot shows a web form titled "Customer Care Archiva Group" with the subtitle "Welcome! Send a request to Customer Care immediately using the available options". The form contains several sections:

- Contact us about:** A dropdown menu with "Service requests" selected.
- What can we help you with?:** A dropdown menu with "Users management" selected.
- Description:** A rich text editor with a toolbar (Normal text, Bold, Italic, Text color, Background color, Bulleted list, Numbered list, Link, Unlink, Code, Quote, Undo, Redo) and a text area.
- Insert here other information (if available):** A small text input field.
- Urgency:** Radio buttons for "Non urgente/Not urgent/Nicht dringend" (selected) and "Urgente/Urgent/Dringend".
- Attachments:** A box with the text "Drag and drop files, paste screenshots, or browse" and a "Browse" button.
- Operation:** Radio buttons for "Reset password/Passwort zurücksetzen", "Eliminazione/Elimination/Beseitigung", "Modifica/Edit/Änderung", "Inserimento/insertion/Einfügung", and "Altro/Other/Sonstiges".
- Platform:** A dropdown menu.
- User:** A text input field.
- Share with:** A dropdown menu with "Share with DEMO CAPO G..." selected.
- Buttons:** "Send" and "Cancel" buttons at the bottom.

4.0 List of Request

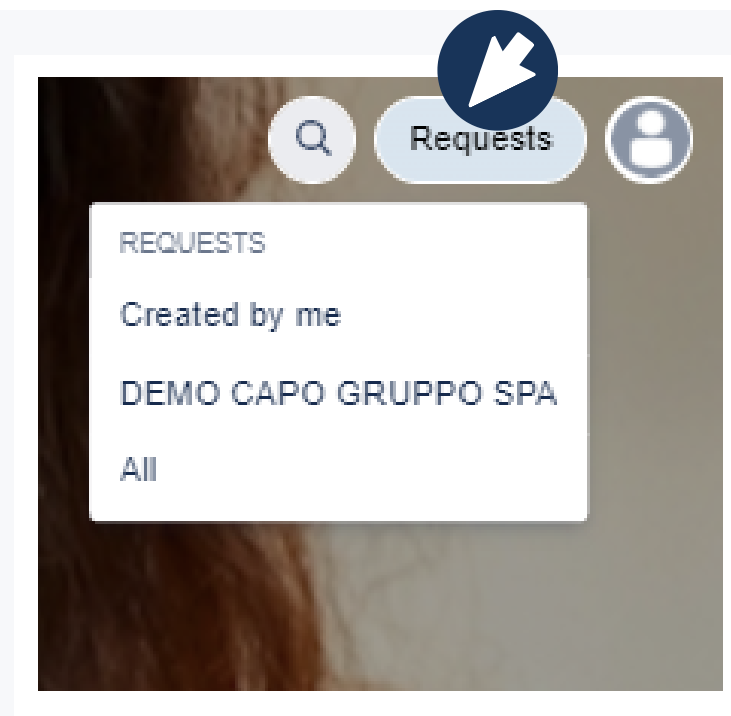
The list of requests you have opened or involved in, can be viewed by clicking on the top right-hand side on **"Requests"**.

You will see the list of requests with their processing status and other useful data.

In the upper part of the page there are some filters to narrow down the requests to be displayed.

Clicking on the individual request, the page will show you the details.





From here you can make status changes or insert additional comments or attachments by dragging and dropping files into the ticket.



Customer Care Archiva Group

Requests

Request contains... Q **Status: Open requests** **DEMO CAPO GRUPPO SPA** Request type

Type	Reference	Summary	Status	Requester	Created date	Due date	Priority
	TC-10897	Malfunzionamenti strumenti (Requiro, FTP, PEGA, Workflow, connettività SAP)	OPEN	giuseppelateo@yahoo.it	22/Mar/22	--	 Unprioritized
	TC-4786	Gestione Documento	CLOSED	Albe Colella	27/Dec/21	--	 Low

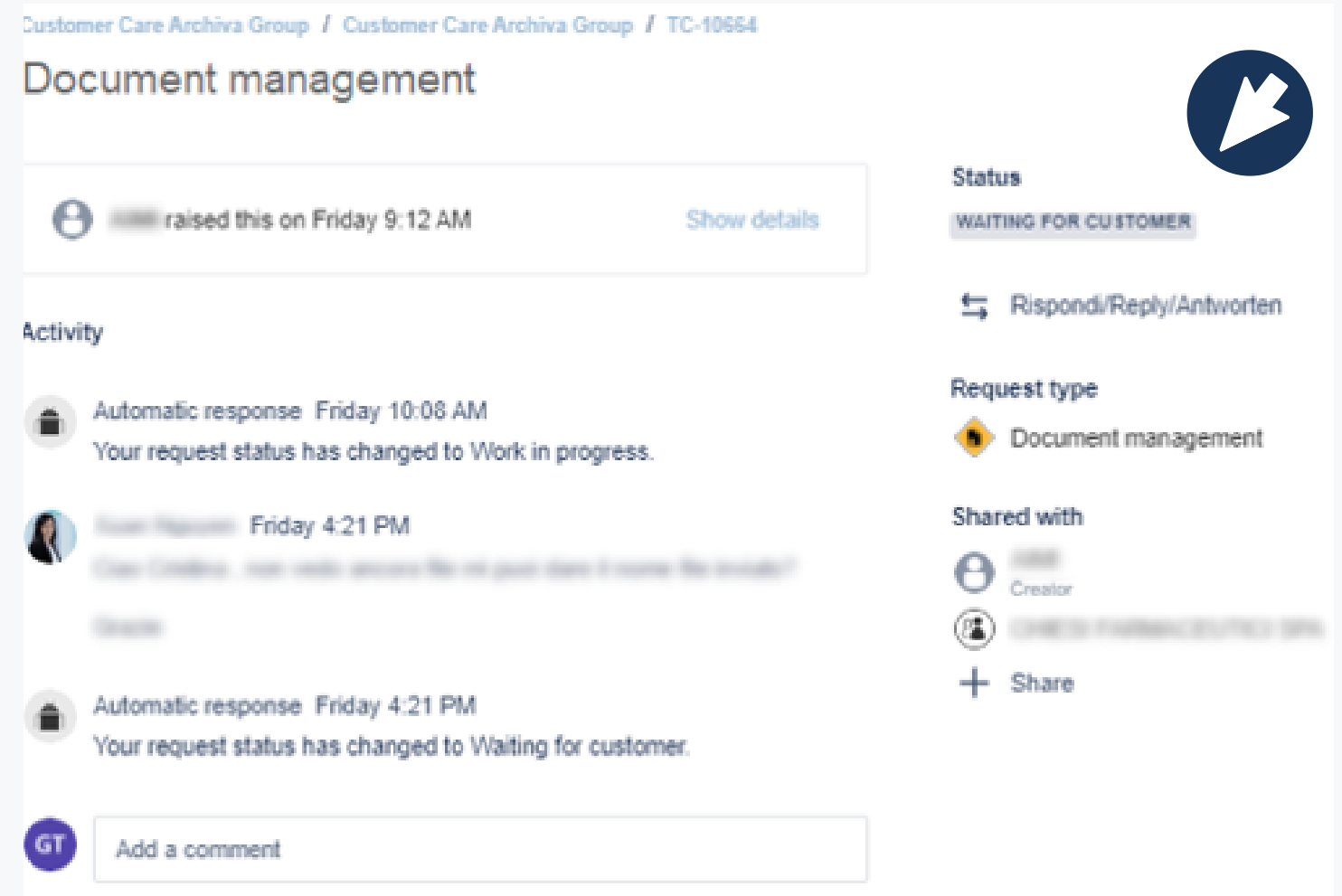
5.0 Request lifecycle

As soon as a request is opened and correctly entered into the system, it assumes the status of **"OPEN"**.

When the Customer Care Staff start to identify and solve the problem, the status changes to **"IN PROCESS"**.

In case Customer Care Staff needs further information to process the request, they will write down their comment and it will change the status to **"WAITING FOR CUSTOMER"**.

In these cases the user will receive an email with the request for information from the Staff. The user can answer directly to the e-mail or entering a comment in the ticket on the portal and clicking **"Reply"**.



The screenshot displays a customer care ticket interface for 'Document management' with ID TC-10664. The ticket is currently in the 'WAITING FOR CUSTOMER' status. The activity log shows three entries: an initial request raised on Friday at 9:12 AM, an automatic response at 10:08 AM stating the status has changed to 'Work in progress', and a second automatic response at 4:21 PM stating the status has changed to 'Waiting for customer'. The interface includes a 'Show details' link, a 'Respondi/Reply/Antworten' button, and a 'Shared with' section listing the creator and a share option. A comment box at the bottom is labeled 'Add a comment'.

5.0 Request lifecycle

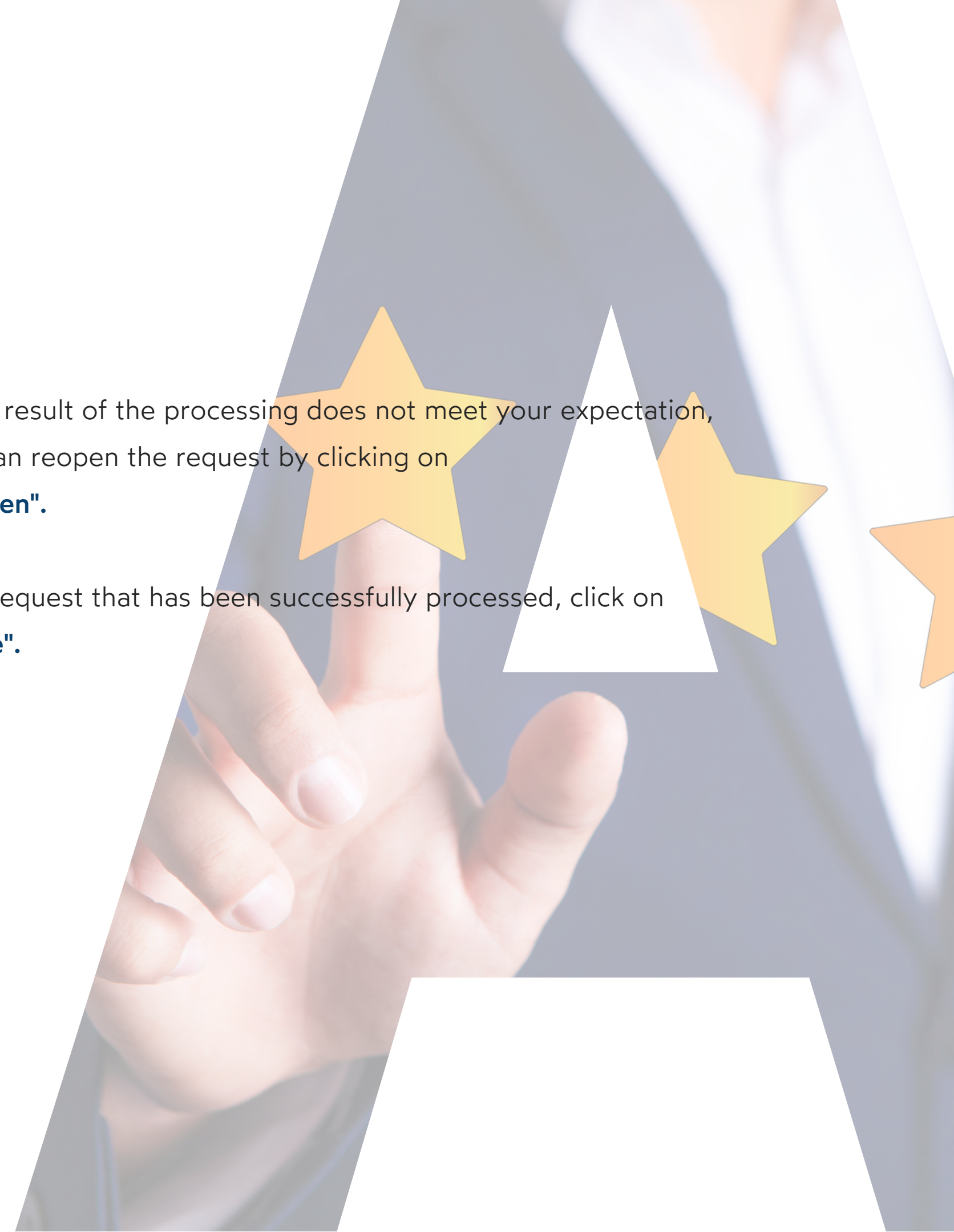
Even if the reply is given by e-mail, this is recorded automatically in the request history.

When processing is complete, the status of the request will change into **"PROCESSING COMPLETED"**.

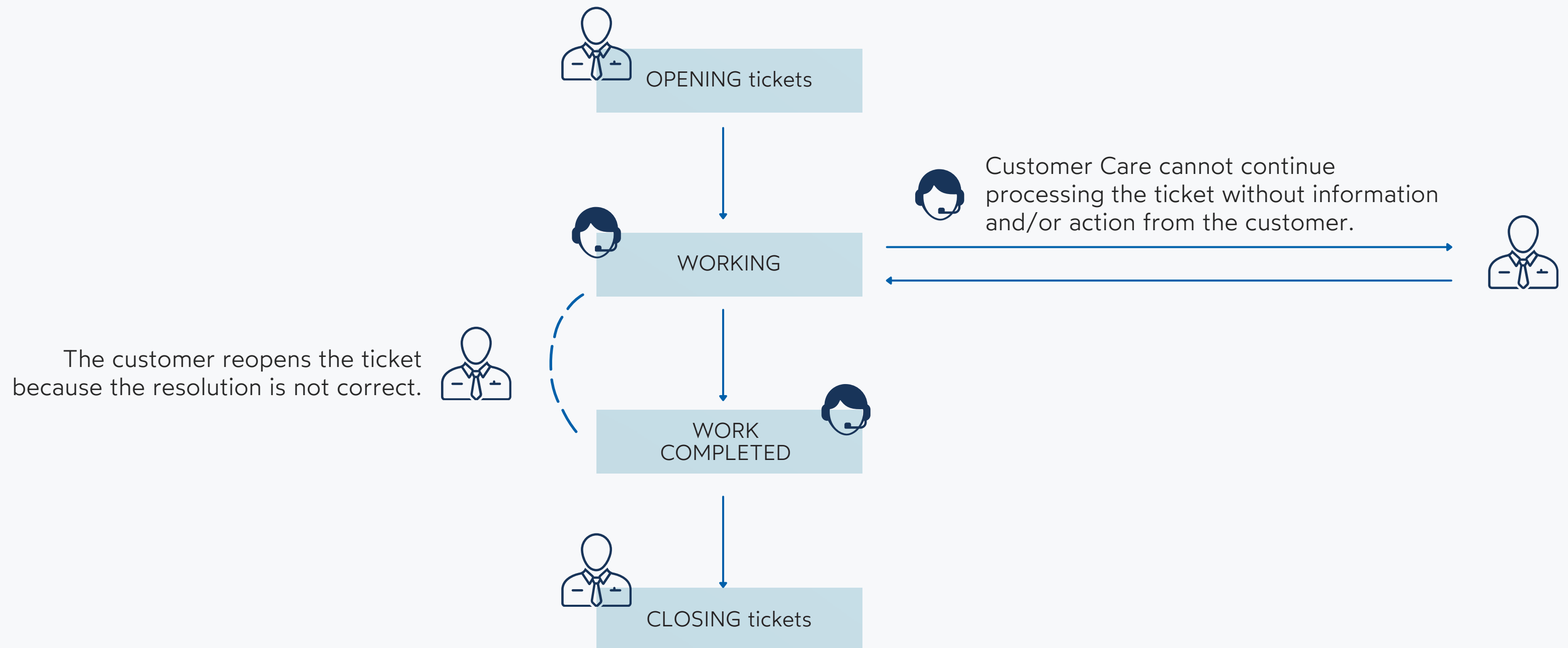
Any change of status will be notified by e-mail both to the user and to all involved in the request.

In the result of the processing does not meet your expectation, you can reopen the request by clicking on **"Reopen"**.

To a request that has been successfully processed, click on **"Close"**.

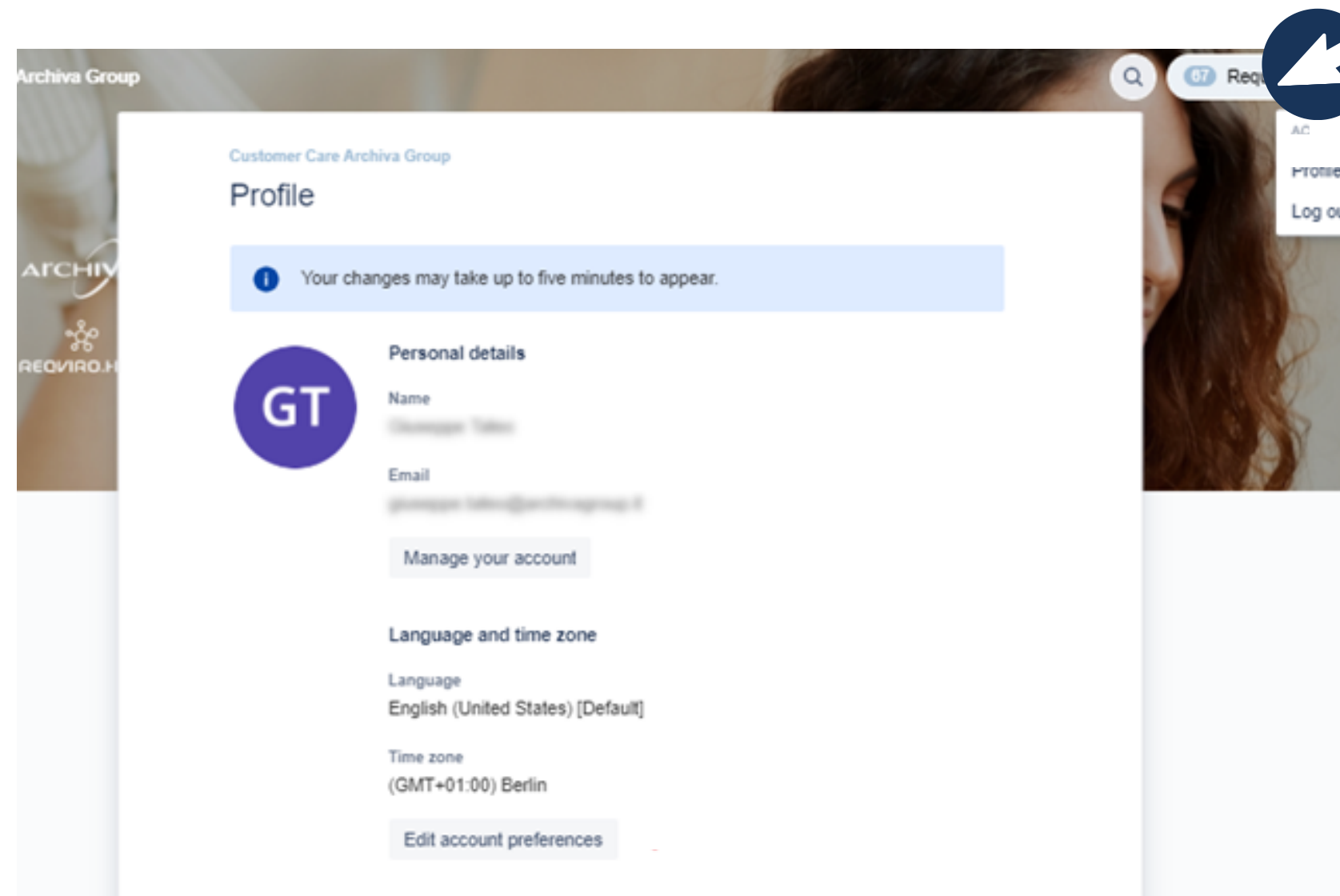


5.1 Workflow and ticket statuses



6.0 Account Management

You can edit your profile by clicking on the icon in the top right-hand corner.



Thanks

for your kind attention!

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