



Client name: Sonos

Project ref: SON-1017

Maintenance Manager: Andy Logan

Date: Q1 – October 2017

SONOS

Sonos Retail Support Ticking System

User Manual

V1 – 26/09/2017

SONOS



REPORTING AN ISSUE

Accessing Sonos Retail Support

The link to access the portal is <http://retailsupport.global/tickets/new>

This will take you to the page for raising a new ticket

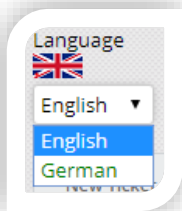
Screenshot of Landing Page

Please refer to the relevant numbers for an explanation of how to fill in the form. Any fields marked with * are mandatory.

The screenshot shows the 'SONOS Retail Support' interface. At the top, there's a 'Language' dropdown set to 'English'. Below that is a 'New Ticket' section with a 'Your Email Address' field. A text area for the issue description is followed by a category selection dropdown. At the bottom, there are several mandatory fields: '* Country', '* Retailer', '* Address Line 1', '* Town', '* Postcode', and '* Asset ID'. A 'Submit' button is located at the bottom left of the form.

1. Select Local Language

SRS will have the option for users to select their local language, which will translate the text on the ticket.



2. Email Address*

The email address field is mandatory, as this will be required for us to communicate any updates on the ticket status with the person who has raised the issue.

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

3. Message Body*

Be as detailed as possible within the message body to give a description of the issues.

Include:

- Which part(s) or the display is(are) faulty/damaged?
- What exactly is the fault? e.g. distorted sound from Playbar; green lights flashing on Play: 3 etc
- What equipment is affected? e.g. Play:1 has no sound and shelf bracket is broken
- What impact is the fault having on trade? e.g. unable to demo product; display is cordoned off for health and safety reasons
- What actions (if any) have been taken so far to try and resolve the issue e.g. power cycle; Play: 3 replaced with product from stock etc.

Within the message, users can also add further detail to assist with our diagnosis.

	Allow users to add links to any online information that might be helpful
	Allows users to add photos to highlight the fault
	Allows users to add any other documents that might be helpful – including videos up to 60mb

We would ask that you include a photo of the complete display (as well as a photo of the issue if appropriate) to help us to identify the display type. If we are unable to identify the display type, this will lead to delays in diagnosis and resolution.

Example Display Photos:

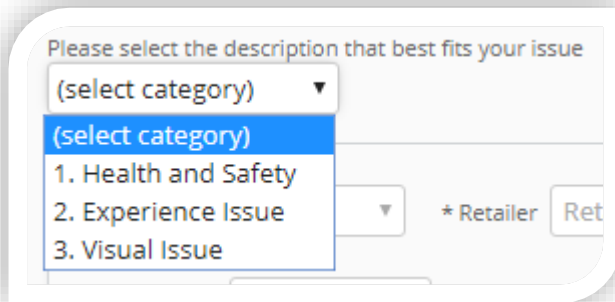


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4. Issue Description Category*

This allows us to categorise the type of fault, and assign the correct level of prioritisation and response times.

Please select the most applicable category for the type of the issue.



The screenshot shows a form titled "Please select the description that best fits your issue". It features a dropdown menu with the text "(select category)" and a list of three options: "1. Health and Safety", "2. Experience Issue", and "3. Visual Issue". To the right of the dropdown, there are input fields for "* Retailer" and "Ret".

1. Health & Safety

Any issue that puts customers, staff at risk of harm i.e. damaged display case with sharp edges; electrical supply damage etc.

2. Experience Issue

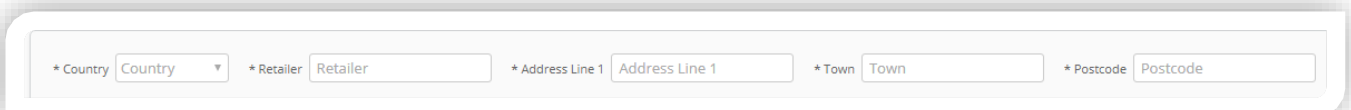
Anything that compromises the ability to use the equipment i.e. no sound; tablet not working etc.

3. Visual Issue

Anything that compromises the branding integrity of the display i.e. broken or damaged signage/lighting etc.

5. Store Information*

There are a number of mandatory fields to allow us to locate the store where the issue has occurred.



The screenshot shows a form with five input fields: "* Country" (dropdown), "* Retailer" (text), "* Address Line 1" (text), "* Town" (text), and "* Postcode" (text).

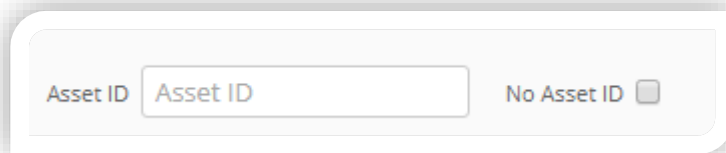
Country*	The country where the store is located. This is populated via a dropdown
Retailer*	What is the branding of the store i.e. Dixons/Currys/MediaMarket
Address Line 1*	The street or shopping centre i.e. Trafford Centre/Church Street
Town*	Where is the store located? i.e. Liverpool/Manchester/Berlin

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Postcode*	The postal code for the store
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Please find as much of this information, and be as detailed as possible. This will allow us to pinpoint the location of the issue and commence diagnosis. This is particularly important where there are multiple stores in the same town or city.

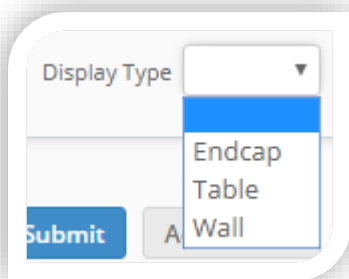
6. Asset Information



There should be an asset ID tag fixed onto the display (there **will** be an asset ID tag on any field day display that has been installed).

This will allow us to check the location of that equipment on our system, to confirm against the address information provided.

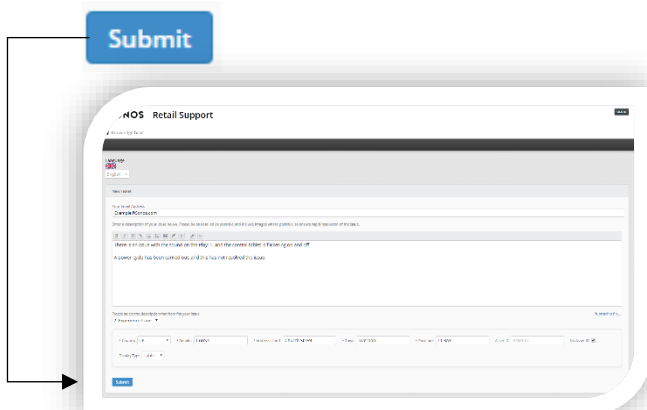
Where there is no ID tag present, please tick the 'No Asset ID' box.



Please choose the most applicable display type from the list. This will enable us to properly identify the setup of the equipment, and what product should be on the display.

7. Submitting the Ticket

Once all of the information above has been completed (example below) click 'Submit' at the bottom left of the page



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Once an issue has been reported, you will be taken to this page:

Your ticket has been submitted successfully. One of our support agents will get back to you with more information shortly. Thank you.

An account has been created for you, and the password has been sent to your email-address.

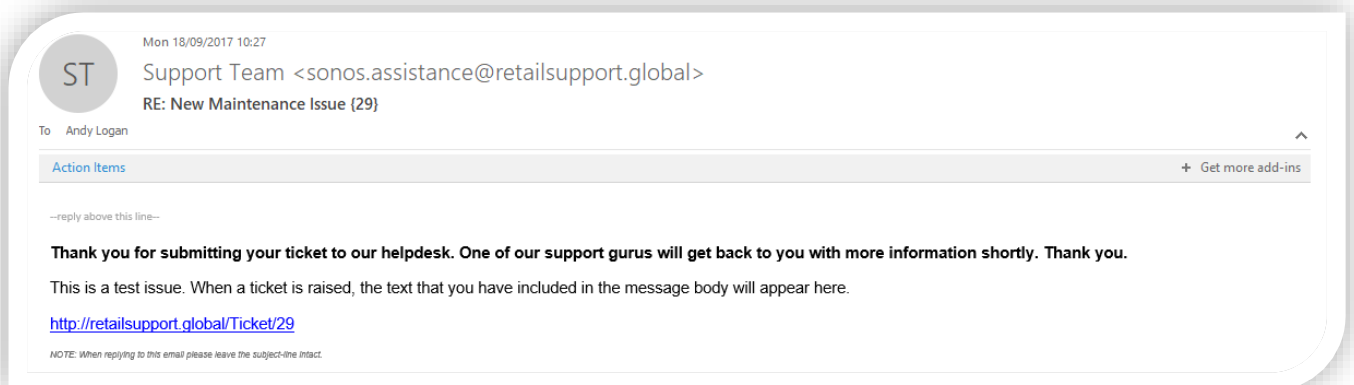
Ihr Ticket wurde erfolgreich eingereicht. Einer unserer Support-Agenten wird Ihnen mit weiteren Informationen in Kürze zurückkommen. Vielen Dank.

Ein Konto wurde für Sie erstellt und das Passwort wurde an Ihre E-Mail-Adresse gesendet.

You will also receive an email to the address that was given at the start of the process.

If you don't have a user account, this will include a password to allow you to logon to the SRS portal.

If you do have an account, this will look something like the below, and will include any text that you have included in the initial ticket.



When any further updates are made to the ticket by other parties – either at 100% or Sonos – you will receive an email that includes the entire conversation trail – including any photos that have been attached.

You can interact with SRS by replying to these emails, so there is no need to login to the system to provide further information and updates. Any email replies will come through to our team via SRS, so the communication will be stored for permanent reference.

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Once a ticket has been raised, it will be sent to our maintenance team to be processed.

The team will assess the detail that has been included on the ticket, and determine whether or not there is sufficient detail to commence diagnosis. At the point of receipt, the team will rename the ticket to the following convention:

Ticket Number – Store Name – Country – Issue Summary



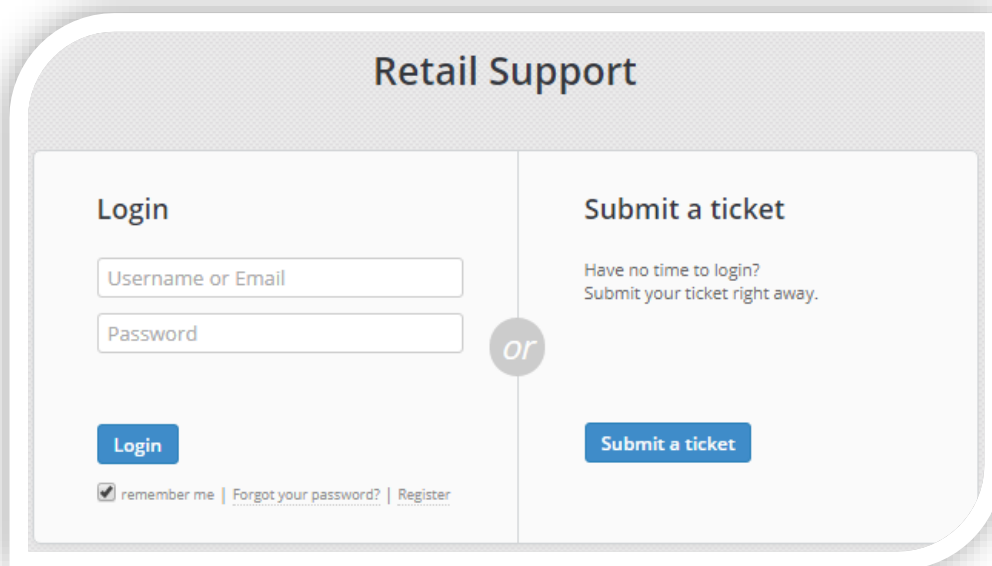
The screenshot shows a web form titled "Edit" with a "Subject" field. The text in the subject field is "#1 - Sonos Manchester - UK - No sound to Play: 1 Speaker".

If further detail is required, you will receive an email from the team requesting additional info.

You can interact with the team by replying to this email, or alternatively you can log on to SRS to provide further information.

Logging in to SRS

Weblink: <http://retailsupport.global/User/Login>



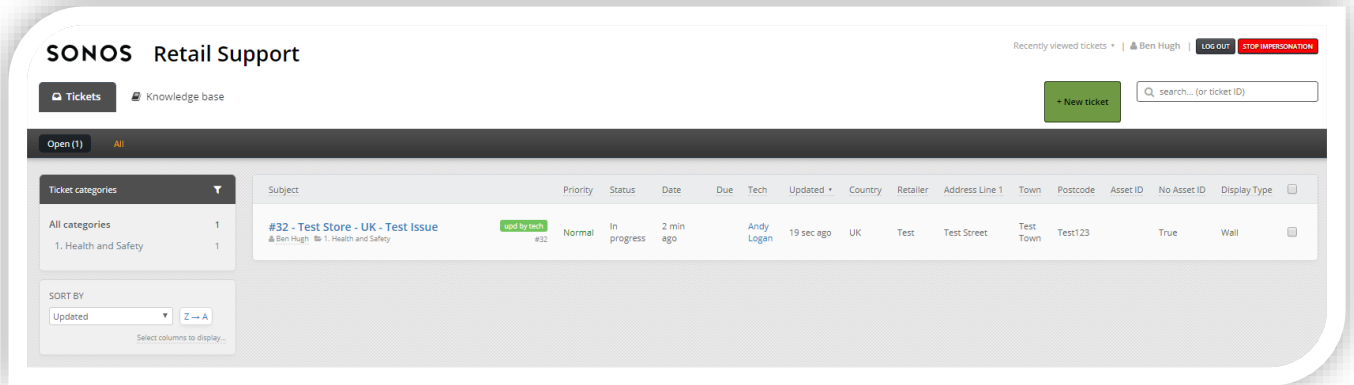
The screenshot shows the "Retail Support" page. On the left, there is a "Login" section with input fields for "Username or Email" and "Password", a "Login" button, and a "remember me" checkbox. On the right, there is a "Submit a ticket" section with a "Submit a ticket" button. A central "or" button separates the two sections. Below the login section, there are links for "Forgot your password?" and "Register".

Username: Username will be setup as your Sonos email address

Password: You will have been sent a password already, but we can resend it if needed

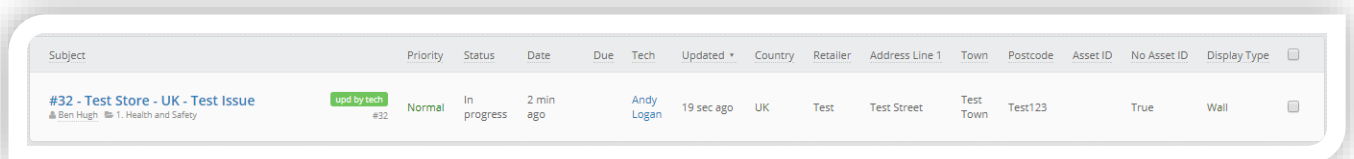
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Homepage View

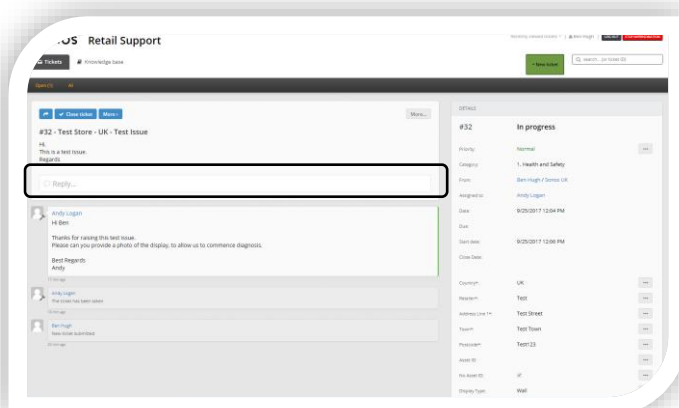


Once logged in, you will see a list of all of the tickets that you have raised personally, or where you have been tagged into the conversation.

This page will provide summary of information relating to the ticket, such as date raised, status, allocation, priority, date updated and the store details.

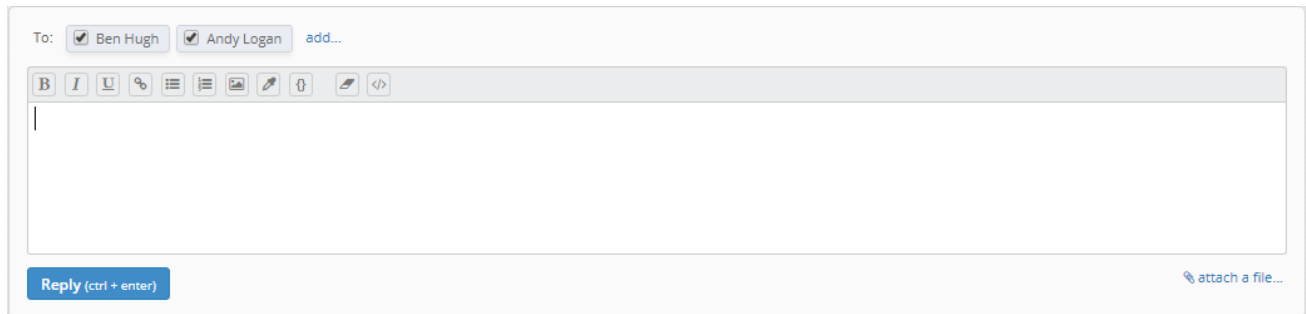


Clicking on the blue text will take you into the ticket history, which will give the full conversation history, and allow for interaction. See below



Clicking on reply (highlighted above) will bring up a message box that will allow you to interact. This has the same functionality as the message box on the initial new ticket screen (see overleaf)

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The screenshot shows an email reply interface. At the top, the 'To:' field contains two recipients: 'Ben Hugh' and 'Andy Logan', each with a checked checkbox. To the right of these names is a link that says 'add...'. Below the recipients is a rich text editor toolbar with icons for bold (B), italic (I), underline (U), link, unlink, list, list, image, link, unlink, and code (</>). The main text area is empty, with a vertical cursor at the beginning. At the bottom left of the text area is a blue button that says 'Reply (ctrl + enter)'. At the bottom right is a link that says 'attach a file...'.

The message box will show at the top any other users who are tagged into the conversation. If you are replying to a message and feel that you could do with copying somebody in – such as the store manager etc. You can choose ‘add’ and type in their email address. It’s unlikely that you will need this feature, as 100% group will tag in users based on pre-agreed processes.