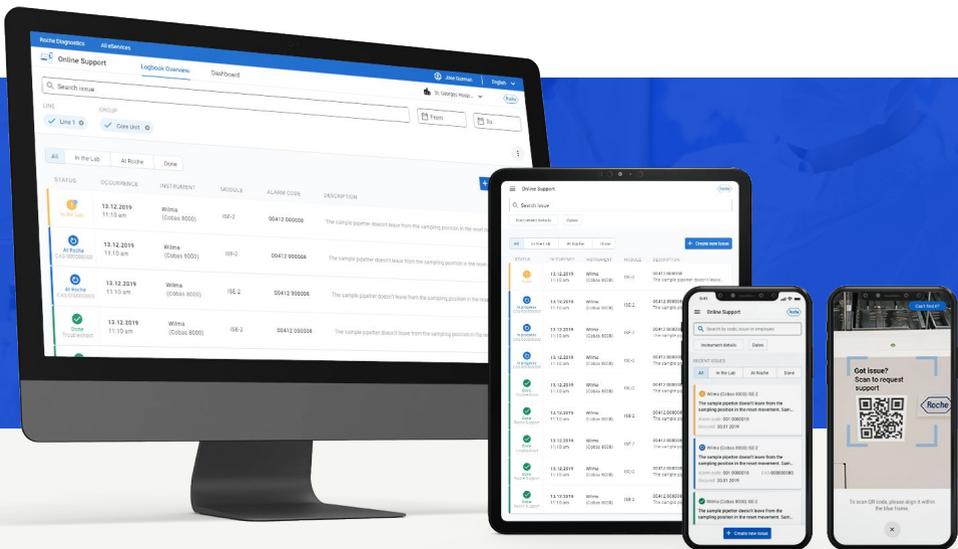# Dialog Online Support

Quick Reference Guide & User Manual

The new Online Support eService in Roche DiaLog – a digital solution to get Roche support

DiaLog Online Support offers a Digital Logbook, convenient support request handling with Roche support, and troubleshooting self-help guides integrated on your DiaLog platform.

Request support anytime, on any device to leverage flexible access to Roche customer service. No phone or email needed!

Make requesting support easier than ever before with QR code scanning and the option to attach images

Record all issues digitally in your Online Support Logbook. Request support based on logged issues in a convenient and automated tool.

Maximize transparency with status updates and support requests (from Online Support, phone, and email) including related onsite service activities and reports within DiaLog

Access the history of all your logged digital cases for your review

Fix issues yourself with detailed history logs and troubleshooting guides
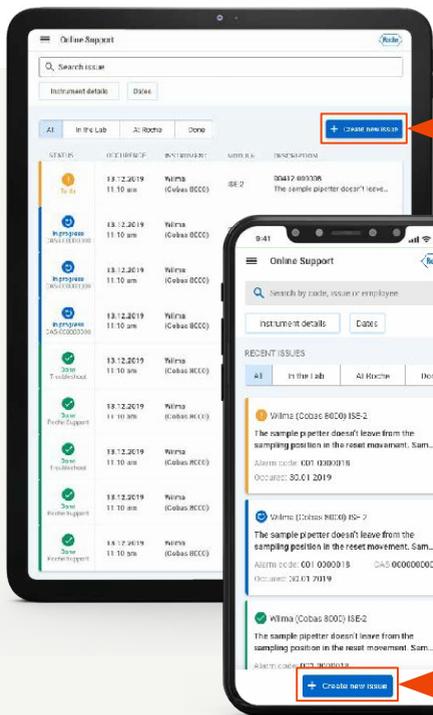
For better monitoring and management, the dashboards provide insights to their frequency and status of all issues

Your records are digitized and downloadable through DiaLog Online Support so that you can use the data in other applications for auditing and compliance purposes (coming in 2022)

Add new requests in your Digital Logbook

Record all information for a new request digitally and access the history of all logged support requests (Online Support, Phone, Email).

Forget about paper logbooks, facilitate compliance support for accreditation and build up your own knowledge base with DiaLog Online Support.

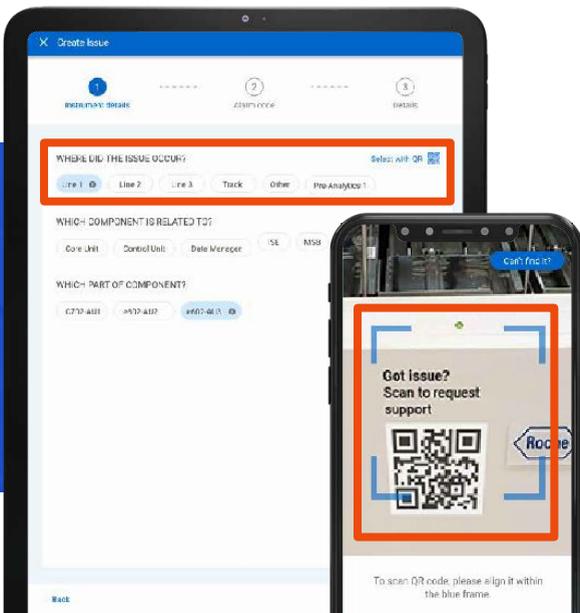---

Click "new issue" button to document new request

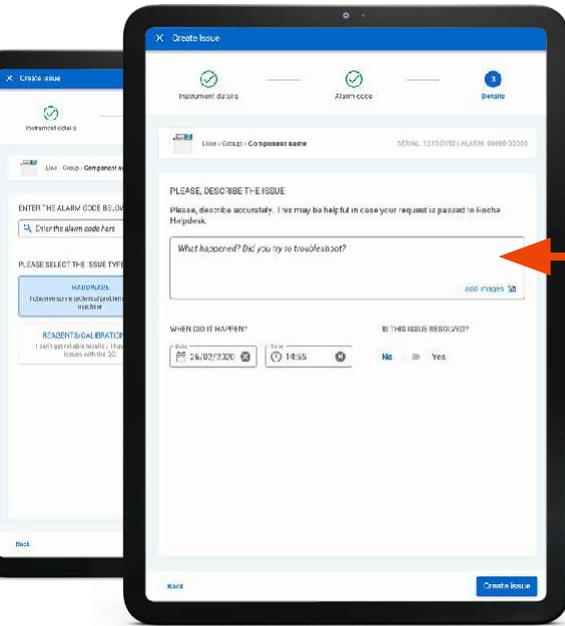You will then be asked to define instrument, alarm and type of request.

Select the module where the issue occured

Select instrument/line and affected module.

You may also speed up the process with QR code scanning
on tablets and smartphones.

Select request type and describe

Document the request within 2 easy steps. Type in your detailed description and attach images.

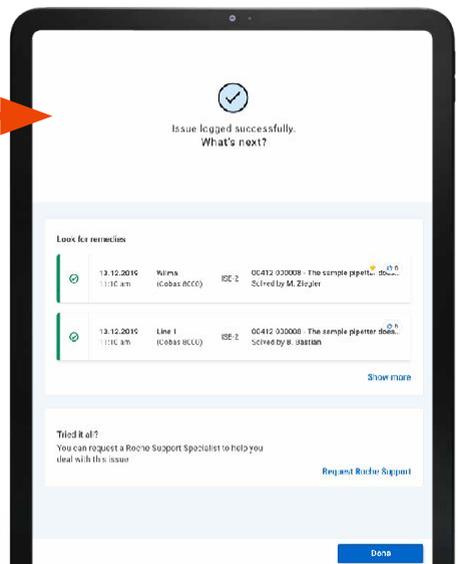## Once the issue is logged, you can decide what to do next

01 Try to find possible remedies within previous similar requests,

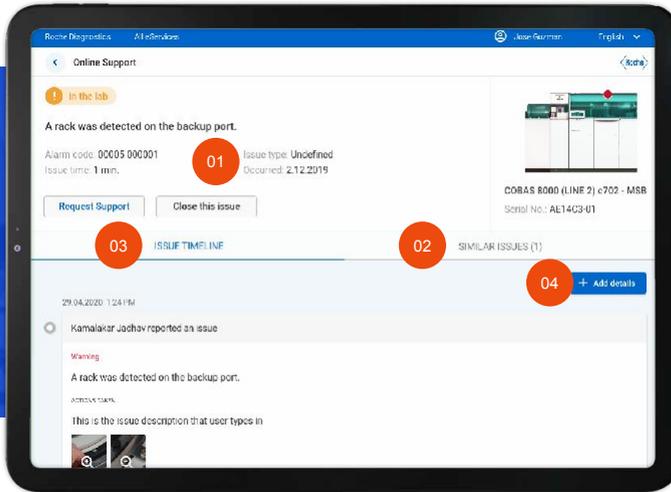**02** Request support directly

03 Return back to logbook

Request Details Screen

After you create a request, you will be able to enter the request details page. From here you can review and update all information about this request.

01 Status and time of the request are always visible on top of the page

There are 3 types of status:
- In the lab.
- At Roche
- Closed.

02 Review "Similar Requests"

Here you will find similar requests that occurred in your lab in the past. Here you will find your history log with actions taken.

03 Request support or close the request

You can request support anytime with just one click of a button. Your request will automatically be passed to Roche Support during normal business hours.

04 Timeline and details

All of the request activities will appear on the issue timeline. You may add Additional details to document your actions or preview the Roche Support progress.
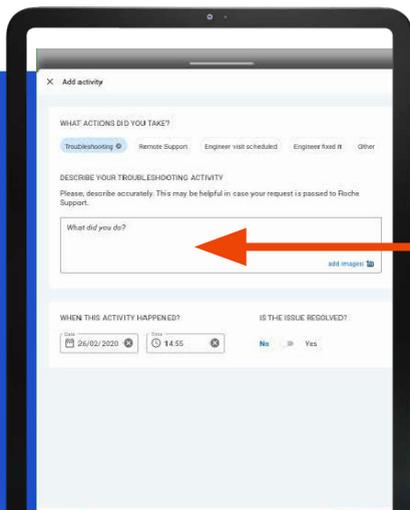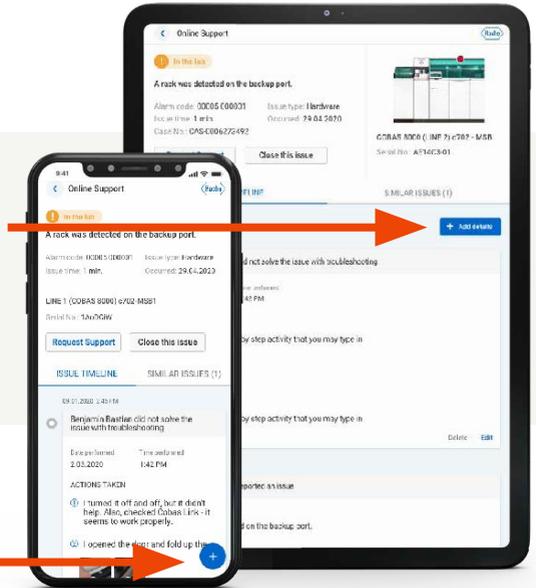
Add additional details to an existing request

Update the information about the request by clicking "Add details". In each entry you can describe what you did so far to resolve the request. All entries are timestamped.
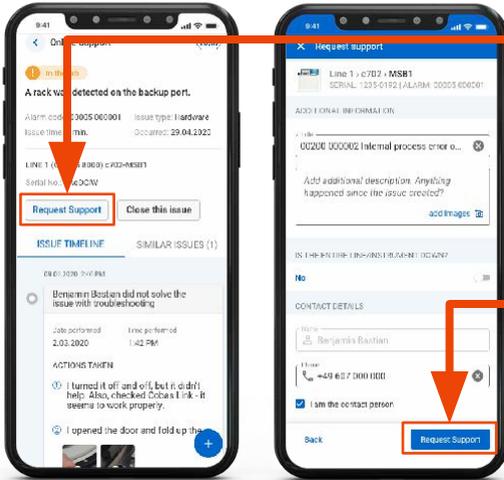
Click "Add details" to update a request

In the mobile version, click on the round blue "+" button.

Describe your last activity

Here you can fully document steps taken by your team. Add a short description and images to better document what happened.
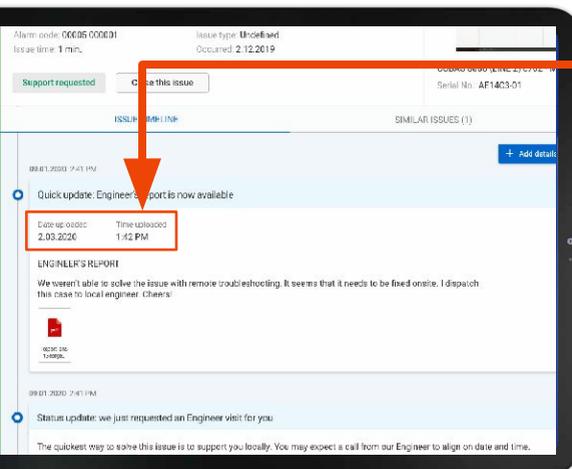
Request Roche Support

Once you log the request, you may ask for further assistance from Roche Support by clicking "request support".

Just click the "Request Support" button

You can also provide a best contact name, phone number and time where a Support Specialist can reach you.

Real time status updates

Once the support is requested, the issue status will automatically change to "At Roche".

You may follow status updates on your case in real time. If an on-site visit was required, your service report will be attached in the logbook.
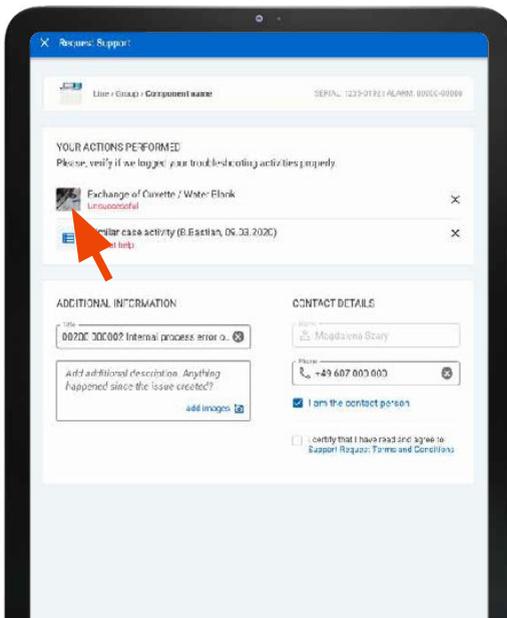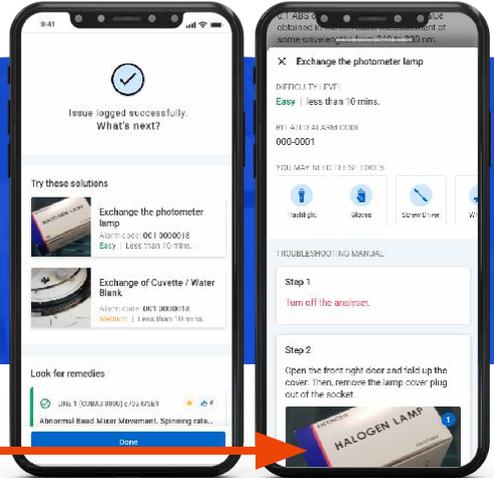
Troubleshooting manuals

Troubleshooting guidelines are available within DiaLog Online Support, including step-by-step instructions and related images to minimize downtime

Once the issue is created, click on "Troubleshooting" button

If available, the button will appear on the confirmation screen

Save time on documentation with automatic logging

Based on your choices your request activity log will be updated with the steps taken. These steps will be reviewed by the Roche Support team when online support is requested.

8

Browse your lab history

if you have a similar issue, you can always review the history log to identify who handled it and how it was resolved.
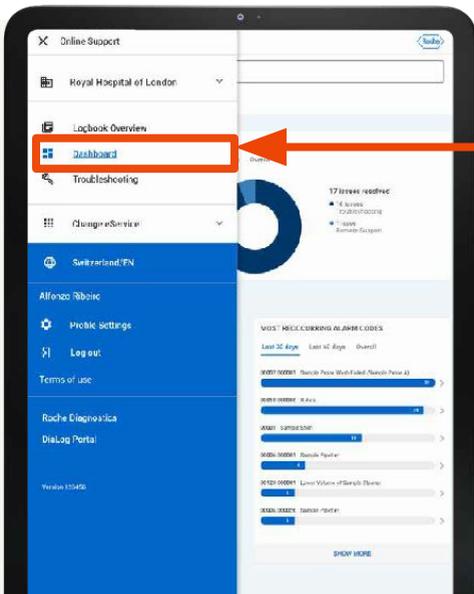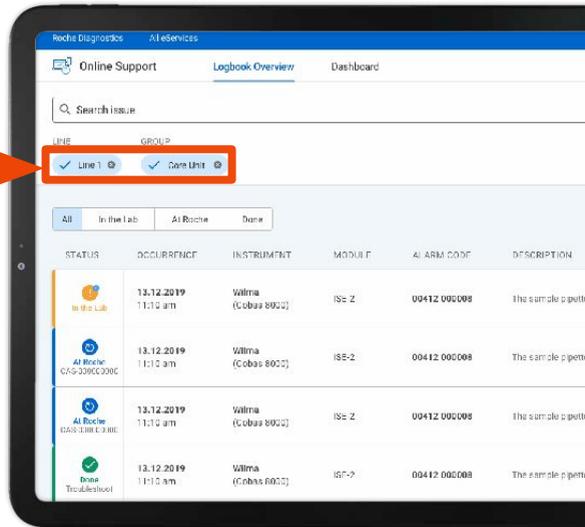

Use filters to search and review historical issues

All of your lab history is now available in one place. Use line, group and module type to find the specific module, and then filter by date range.

Search will allow you to browse with an alarm code, issue description, serial or case number.

Find all of your cases from Online Support, Email or Phone in one place!

Easily track what is currently happening in your lab within the Dashboard

Get insights on all issues, their frequency and status in one overview for better monitoring and management for your lab.

You can find the current lab efficiency status, browse through the most reoccurring issues per module.

Also, export all records to facilitate auditing and compliance.

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Roche

Start today!
support.roche.com

Contact

For more information on Online Support,
please contact your sales representative or email:
indianapolis_usa.onlinesupprt@roche.com

To access Online Support, please go to:
https://support.roche.com