

Dialog Online Support Quick Reference Guide & User Manual

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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.









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.









Done



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.

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	Conline Support	<8cote>	
	() In the lab		
	A rack was detected on the backup port.		
	Alarm code: 00005 000001 Usue type: Undefined		
	Cost of a ready	COBAS 8000 (LINE 2) c702 - MSB	
	Request Support Close this issue	Serial No.: AE14C3-01	
		2 PILAL AD IDDIED (1)	
		04 + Add details	
	29.04.2020 1.24 PM		
- B.	O Kamalakar Jadhav reported an issue		
	Warning		
	A rack was detected on the backup port.		
	OTTERS TAKIN		
	This is the issue description that user types in		

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.

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.

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.

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.



Online Surgert



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.

Support requested C to this issue	Serial No. AF14C3-01	updates
Guide update: Engineers, port is now available Guide update: Engineers, port is now available Comerce cools: Three uplaced J.03.2020 1:42 PM	SMIL-MI (SUES (1) + Ad datali	Once the support is requested, the issue status will automatically change to "At Roche".
ENGINELIK'S REPORT We waven't able to solve the issue with remote troubleshooting. It is the case to local engineer cheers' macrine terms.	verms that it needs to be fixed onsite. I dispatch	You may follow status updates on your case in real time. If an on-site visit was required, your service
Status update: we just requested an Engineer visit for you		report will be attached in the logbook.
The quickest way to solve this issue is to support you locally. You r	nay expect a call from our Engineer to align on date and time.	



Troubleshooting manuals

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



sectors subject	
Line / Group / Component name	SEP/AL, 1235-31921 ALAMM, 00000-00000
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	- Picra
Add additional description. Anything happened since the issue created?	€ +49 607 003 003 S am the contact person



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.



Browse your lab history

Change eService

Switzerland/EN

Alfonzo Ribeiro

Logout

Roche Disgnostics

Terms of use

DiaLog Porta

:::

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

		Roche Diagnostics	Al eServices	Logbook Overview	Dashboard		
		Q. Search iss	ue				
Use filters to search and review historical issues		LINE	GROUP	8			
All of your lab history is now available in		All In the	ab Al Roche	Dane			
one place. Use line, group and module	ò	STATUS	DOCUBRENCE	INSTRUMENT	MODULE	ALARM CODE	DESCRIPTION
type to find the specific module, and then filter by date range.		to the Lab	13.12.2019 11:10 am	Wilma (Cobus 8000)	ISE Z	00412 000008	The sample pipett
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Find all of your cases from Online Support, Email or Phone in one place!		Done Troubleshoot	13.12.2019 11:10 am	Wilma (Cobas 8000)	ISE-2	00412 000008	The sample piper
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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.





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