

Service Call Placement

Highlights

- **IBM Service Call Placement**
- **IBM service call:**
Australia: 131 426
New Zealand: 0800 733 222
- **Web Call Placement**
- **Contacting Support**



IBM Service Call Placement

This Call Placement guide is designed to help you understand the information we will need from you, when placing your request for service.

Please call Australia 131 426 or New Zealand 0800 733 222 and follow the voice prompts. The result will be a smooth and efficient service call placement.

Alternatively log onto **ibm.com** and place your service call electronically.

IBM Service Call Placement

To meet the needs of today's business environment, IBM's call management centre enables timely response to requests for hardware and software service calls.

Service Call Telephone Number

To place a new call for hardware or software service, call Australia 131 426 or New Zealand 0800 733 222.

IBM ThinkPad®, IBM Desktop and IBM Accessories

Dial the IBM Australia or New Zealand telephone number, then select option 1 from the interactive menu and follow the voice prompts.

IBM System x™

Dial the IBM Australia or New Zealand telephone number, then select option 2 from the interactive menu and follow the voice prompts.

For All Other Hardware Service Calls

Dial the IBM Australia or New Zealand telephone number, then select option 3 from the interactive menu and follow the voice prompts.

For All Business Recovery Services

Dial the IBM Australia or New Zealand telephone number, then select option 4 from the interactive menu and follow the voice prompts.

For All Other Software Service Calls

Dial the IBM Australia or New Zealand telephone number, then select option 5 from the interactive menu and follow the voice prompts.

InfoPrint Solutions Printers

Dial the IBM Australia or New Zealand telephone number, then select option 6 from the interactive menu and follow the voice prompts.

For All Other Enquires

Dial the IBM Australia or New Zealand telephone number, then select option 7 from the interactive menu and follow the voice prompts.

Common Information for all Service calls

- *Contact person for the call*
- *Direct telephone number*
- *Brief description of the problem*

Required Information for Hardware

Service Calls

- *Your customer number or main switchboard number can be used to verify the organisation name and location if you have an account profile set up with IBM Service*
- *Machine type – generally 4 digit number e.g. 2374*
- *Serial Number – the machine serial number details is used to identify your service entitlement. Generally 7 digits e.g. 78BGVU7*

Required Information for Software

Service Calls

- *Your customer number*
- *Version/Release of the software on the operating system*
- *The operating system*

Service Call Reference Number

The consultant will provide you with a service call reference number, please record the number for future reference.

Placing Severity

Severity is used as an additional priority in addition to entitlement. Severity should define your business impact.

Severity 1

The problem has critical impact to your organisation's operations affecting multiple users.

Severity 2

You have limited use of the product and your organisation's operations are impacted. Some users affected.

Severity 3

You are able to use the product with some restrictions. Only a single user is affected.

Severity 4

The problem causes little or no impact to your organisation's operations.

For an Update on an Existing Hardware or Software Service Call

To check on the status of an existing call, phone Australia 131 426 or New Zealand 0800 733 222. Choose the same option used to place the call, and provide the consultant with your service call reference number.

Alternatively if you have placed your call electronically through web call placement you can check and escalate your service call online.

IBM Electronic Services

Your IBM eServers can detect problems early, and place automatic service calls. IBM Electronic Service Agent is software that resides on your IBM server providing 24 x 7 System Monitoring and error log reporting.

The IBM Electronic Services web portal provides a unique single entry point for hardware and software support with 24-hour access to customised IT information.

For more information visit the IBM Electronic Services web portal:

ibm.com/support/electronic

and select Electronic Service Agent™ from left navigation.

IBM Electronic Services Web

Web call placement is a free fast alternative for placing your service calls to Remote Technical Support.

Web call placement lets you place, monitor and escalate your service call online. If you have an existing IBM Account Profile you can link this to your Web User ID.

Web Call offers:

- *A single entry point for hardware and software support*
- *24-hour access to customised IT information*
- *Access to web-delivered Premium Services*
- *The ability to submit a hardware and/or software problem electronically*
- *The ability to research technical problems*
- *The ability to view Electronic Service Agent™ information*
- *More efficient IT operations*

Registering Online

Using the IBM Web ID Registration website:

ibm.com/support/electronic

and select Register if you do not already have a IBM ID to use.

Complete the form and submit it when finished. Take note of the User ID that you created and the password. This User ID and password is also used to access the IBM web call placement and view the site.

Placing a Call

Once you are logged in to the Electronic Services website placing a service call online can be done through selecting Open or Manage Service Requests.

For Desktop and Mobile products some help is available if you select Warranty Only request. Depending on the type of hardware you wish to service you will be displayed a troubleshooting guide to help resolve or determine your particular issue.

If you have a clear understanding of the issue you are having select All Other Hardware Products to place a service call electronically. Once you are logged in click on Place a Request from the left navigation.

Getting On

Once you have your IBM ID you can log into the Electronic Services website immediately. If you are returning to the site simply click the sign in option and enter both your IBM ID and password.

Should you forget your password, you can reset this easily using your security question you set during registration.

If your company already places service calls through the IBM Electronic Services Web you can link a new IBM User ID to your existing details by linking through your primary IBM User ID.

Checking Call Status

Once you have placed a service request you are able to view its status through View My Service requests.

If you have an IBM Customer Number and Account you can link this to view all service references placed for your company regardless of who placed it.

You can also view your previous service requests for up to 120 days.

Getting more locations

Linking to your existing company information to web profile can be done by emailing the following information to IBM.

Company Name:	
Company Phone:	
Company Contact E-Mail address:	
Company Address:	
Name or person registering:	
IBM Web User ID:	
Phone # of person registering:	
Default Country Location:	<input type="checkbox"/> Australia <input type="checkbox"/> New Zealand
Other Countries where service requests may be place :	
How long would you prefer closed service requests to be viewable on the website:	<input type="checkbox"/> min=8 days <input type="checkbox"/> =120 days
Approximate # of service requests placed by telephone currently per month:	
IBM Customer Account Number(s):	

This information allows you to have access to the Extended functions and services through the IBM Electronic Services Web. Once you have this information and an existing IBM User ID forward this via email to: cmcsyd@au1.ibm.com



IBM Service Quick Reference Guide Dial

Australia: 131 426

New Zealand: 0800 733 222

Press 0	For Information on how IBM deals with your personal details
Press 1	For Support on all IBM ThinkPads, Desktop PCs, & IBM Accessories 0. For Information on how to obtain free online support 1. For General Information & assistance locating your products type and serial number 2. For ThinkPad Service 3. For Desktop Service 4. For all other Hardware Service enquiries including Projectors 8. To repeat these options 9. To return to the previous menu
Press 2	For Support on System x Servers, FastT, DS3000 & DS4000 Products 1. For Information on how to obtain free online support 2. For System x Service 3. For FastT, DS3000 & DS4000 or Tape Storage Service 4. For all other Hardware Service enquiries 5. For General Technical Information not relating to Warranty Service 8. To repeat these options 9. To return to the previous menu
Press 3	For all other Hardware calls
Press 4	For Business Recovery Services
Press 5	For all other Software calls
Press 6	For Support on Infoprint Solutions Printers
Press 7	For all other enquiries or if you are unsure: 1. If you have a HelpLan contract 2. For PC Sales 3. AT&T Internet Services / IBM Link / EDI 4. For all other enquires or if unsure 8. To repeat these options 9. To return to the previous menu
Press 8	To repeat these options

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For more information

Please call **0800 801 800** (in New Zealand)

or **132 426** (in Australia), or visit us at:

ibm.com/nz

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