PRO-SUPPORT PORTAL TRAINING

PRIORITIZED ACCESS, KNOWLEDGEABLE STAFF, FAST ANSWERS

Q2 - 2018





PRO SUPPORT PORTAL

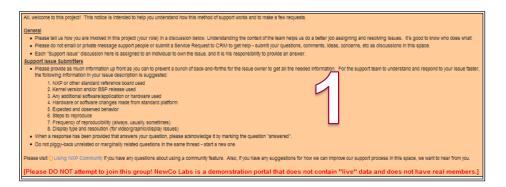
(WALK-THROUGH)

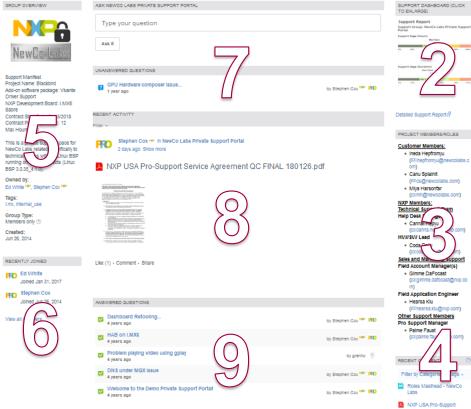


NewCo Labs

Newco_labs_sample_space

- Introduction and user instructions
- Support Dashboard
- Project Members & Roles
- 4. Recent Content
- 5. Support Manifest
- Newest Members
- 7. New / Open issues
- 8. Recent Activity
- Closed Issues







NewCo Labs – Portal Walk-through

All, welcome to this project! This notice is intended to help you understand how this method of support works and to make a few request Please tell us how you are involved in this project (your role) in a discussion below. Understanding the context of the team helps us do a better job assigning and resolving issues. It's good to know who does what! Please do not email or private message support people or submit a Service Request to CRM to get help - submit your questions, comments, ideas, concerns, etc as discussions in this space. Please provide as much information up front as you can to prevent a bunch of back-and-forths for the issue owner to get all the needed information. For the support team to understand and respond to your issue faster. the following information in your issue description is suggested: 1. NXP or other standard reference board used 2. Kernel version and/or BSP release used 3. Any additional software/application or hardware used Hardware or software changes made from standard platform 5. Expected and observed behavior Steps to reproduce 7. Frequency of reproducibility (always, usually, sometimes) 8. Display type and resolution (for video/graphic/display issues) When a response has been provided that answers your question, please acknowledge it by marking the question "answered" . Do not piggy-back unrelated or marginally related questions in the same thread - start a new one. Please visit 🔾 Using NXP Community if you have any questions about using a community feature. Also, if you have any suggestions for how we can improve our support process in this space, we want to hear from you lease DO NOT attempt to join this group! NewCo Labs is a demonstration portal that does not contain "live" data and does not have real member:

Introduction and user instructions

- This space is an introduction and guidance for members. It provides information about how to use the portal and tips on creating efficient support requests. It also contains a link to community training.
- This box is intended to be temporary and may be moved to a document for reference after the site becomes active.

2. Support Dashboard

This widget contains a graphical representation of the calendar and contract hours remaining in the contract. It is updated daily. By clicking on the chart, a larger view is possible. Below the graphical chart is a link to a detail report of the specific hours / dates entered against each issue.





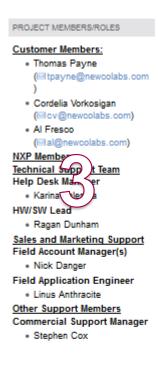
NewCo Labs Walk-through (continued)

3. Project Members and Roles

This widget contains the cast members for this support portal. It includes the names of the customer contacts as well as the NXP representatives associated with this Pro Support contract. This contact list can be used for escalations or to check on the status of a specific issue.

4. Recent Content

 Here you will be able to quickly find the latest files that were uploaded to the portal, without the need to search every discussion.

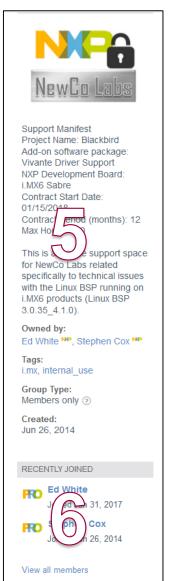


Filter by Categories &
Tags

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Suggestions to Members Demo



NewCo Labs Walk-through (continued)



Support Manifest

This is an overview of the Pro-Support Contract. It lists what is being supported, the contract start date (or date of last renewal) and the number of support hours in the contract. It also contains the names of the *portal administrators* (Owned by) These are persons who are authorized to add additional members to the portal

Recently Joined

 Lists the most recent members to join, and has a link to "View all members" of this portal.



NewCo Labs Walk-through (continued)

7. New / Open Issues

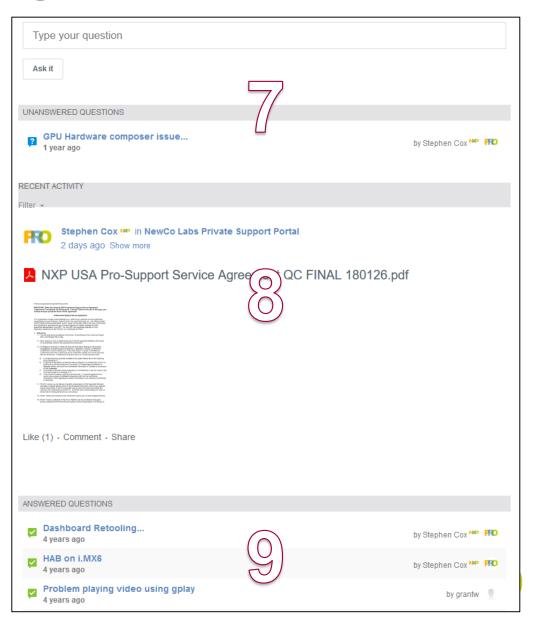
- At the top of this section is where new issues can be created. Please create a meaningful support question, as this will be the issue title. Pressing the "ask it" button will open a text-box for entering details on the issue.
- A brief summary of open issues will be listed in this section. The number of support issues shown in this box can be controlled by the portal owner. It is a quick way for us to identify the issues that need attention.

Recent Activity

 This box will contain a brief summary of the most recent items to receive an update. Very useful when reviewing active discussions.

Closed Issues

 Here will be the most recent issues that have been asked and answered in the portal during its existence. This is another widget with a specified number of entries.



More Information

- NXP Pro-Support is currently available for i.MX, Kinetis and LPC software and hardware platforms.
- If you have additional questions or need more information on NXP's Pro Support program, please visit www.nxp.com/prosupport or send an email to prosupport@nxp.com
- If you would like information on our Professional Engineering Services, please contact <u>www.nxp.com/services</u>
- For other support options, please visit nxp.com/support

- For general information about using the community tool, Please visit https://community.nxp.com/community/about
- Go here to adjust your profile settings: https://community.nxp.com/docs/DOC-335540
- Here is how to set up your community notifications: https://community.nxp.com/docs/DOC-335539
- If you use Outlook, this plugin might be useful: https://community.nxp.com/docs/DOC-95194





SECURE CONNECTIONS FOR A SMARTER WORLD