



Customer Portal





Customer Portal

This new service allows our customers to gather a lot of information and dynamic BI reports by mean of a platform accessible privately.



1. Ticket Report - Dashboard

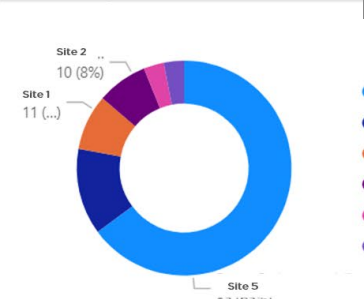
1.1-Ticket created [N°] 1.2-Escalated [N°] 1.3- SLA Ticket / SLA misured [N°] 1.6-SLA Active Time [h] 1.7-SLA Available Time [h] 1.8-Waiting Time [h] 1.9-Solar Duration [h]



1.10-Ticket / SLA Type



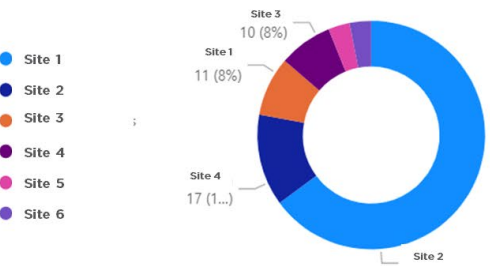
1.13-Ticket / End User



Why this service?

In the private Customer portal you can find:


- Dynamic BI reports about the status and management of your tickets, onboarding-files and much more
- Documents and policies, software user manuals
- News, worldwide contacts, ticket creation guides



Activate the service for free:

customercare@seavision-group.com

The service is free for Premium and Advanced S.L.A. plans: if you've got one of these two plans, you just need to activate the service, contact us!



Do you have a
Premium and
Advanced S.L.A.?



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