



Sony France – Making a request Zendesk Update

05/12/24

Option 1 – Email

Email: support@sonyfrancesupport.zendesk.com

With the following information

- Description
- Detail of issue to be raised
- Store Contact details including name / telephone & email
- Photograph of issue
- Your name & contact details
- Any other information i.e. Required by / Previous history / Steps tried to rectify

Example email



Issue with Affordable New Display

WH-XM5 Headphone not playing WF – XM5 missing from module

Please arrange visit

Store Contact: Karim

Store email: test@boulanger.com

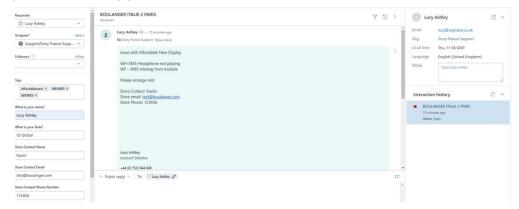
Store Phone: 123456

Option 2 – Raise a Ticket through Zendesk app or Sony France Portal – TO FOLLOW

Submit a request Store Contact Phone Number * Fields marked with an asterisk (*) are required. What is your Sector?* Your email address* Aquitaine Type of Display Choose one Subject* Please enter Store Name & Town DI Description* B / D D - 8 E E 4 0 7 Paragraph What is your name? (if applicable) What is your Role?* Store Contact Name * Attachments Choose a file or drag and drop here Store Contact Email*

Making a Maintenance / Install request - Example Zendesk ticket

Step 1 – Ticket appears in Zendesk



Step 2 – Additional Information added- Internal notes added.



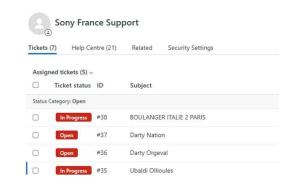
Step 3 - Status moves to pending whilst we await Visit Date



Step 4 - Visit confirmed – email sent to requestor



Step 5 - Status moves to In Progress – awaiting visit to take place.



Making a Maintenance / Install request - Example Zendesk ticket

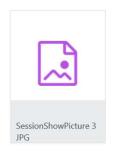
Step 6 – Visit Complete

[Sony France Support] Re: BOULANGER ITALIE 2 PARIS

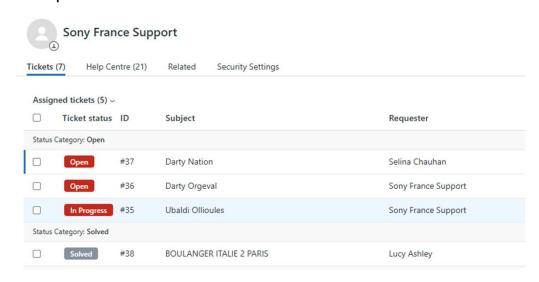


Visit completed successfully - Please find attached image for your reference.

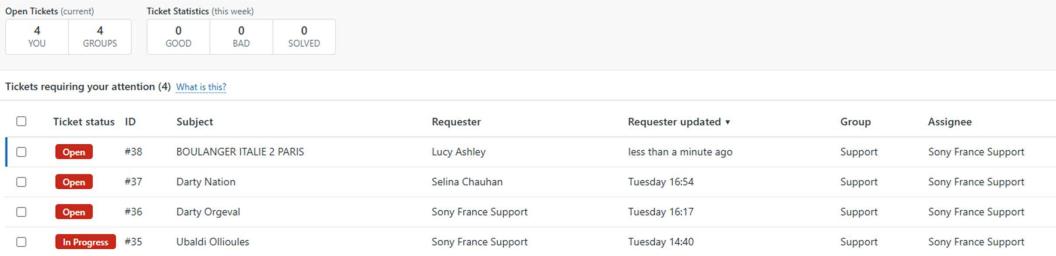
Kind regards



Step 7 – Moves to Solved in Zendesk



Received in Zendesk



ISI then review request and action accordingly

Defined users can log in and check status of request

Sony Users

Anissa, Luna & Aurelie to be granted full access to all Sony France requests

All others will be able to see only the requests they have made i.e. Sales Activators

Please supply email addresses for all who require access

It is possible to make a request without being a User – but they will not be able to track progress online.

Siglobal Partner Portal



Individual user log in to access portal





Thank you.

For further information, please contact:

Contact.

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