

Sony France – Making a request Zendesk Update

05/12/24

Making a Maintenance / Install request

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

Making a Maintenance / Install request

Example email

 Send	To	<input type="text" value="support@sonyfrancesupport.zendesk.com"/>
	Cc	<input type="text"/>
Subject BOULANGER ITALIE 2 PARIS		
<div> affordable new Paris Italie 2 Boulanger.jpg 216 KB</div>		

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

Making a Maintenance / Install request

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

[Submit a request](#)

Fields marked with an asterisk (*) are required.

Your email address*

Subject*

Please enter Store Name & Town

What is your name?
(if applicable)

What is your Role?*

Store Contact Name *

Store Contact Email*

Store Contact Phone Number *

What is your Sector?^a

Aquitaine

Type of Display

Choose one

DI 

Description*

Attachments

Choose a file or drag and drop here

Submit

Making a Maintenance / Install request - Example Zendesk ticket

Step 1 – Ticket appears in Zendesk

The screenshot shows a Zendesk ticket interface. On the left, there's a sidebar with fields for 'Requester' (Lucy Ashley), 'Assignee' (Support/Sony France Supp...), 'Followers', and 'Tags' (affordablenew, WHXM5). Below these are fields for 'What is your name?' (Lucy Ashley), 'What is your Role?' (ISI Global), 'Store Contact Name' (Karim), 'Store Contact Email' (test@boulanger.com), and 'Store Contact Phone Number' (123456). The main content area shows the ticket details for 'BOULANGER ITALIE 2 PARIS' with a subject 'Issue with Affordable New Display'. The description includes 'WH-XM5 Headphone not playing', 'WF-XM5 missing from module', and 'Please arrange visit'. It also lists 'Store Contact: Karim', 'Store email: test@boulanger.com', and 'Store Phone: 123456'. On the right, there's a profile for 'Lucy Ashley' with email 'lucy@reglobal.co.uk', org 'Sony France Support', local time 'Thu, 11:36 GMT', and language 'English (United Kingdom)'. Below this is an 'Interaction history' section showing a recent update by 'BOULANGER ITALIE 2 PARIS' 15 minutes ago, status 'Open'.

Step 4 - Visit confirmed – email sent to requestor

[Sony France Support] Re: BOULANGER ITALIE 2 PARIS

 Sony France Support (Sony France Support) <support@sonyfrancesupport.zendesk.com>
To: Lucy Ashley

Hi Lucy

Visit has been arranged for Tuesday 10th December.

Kind regards

This email is a service from Sony France Support. Delivered by [Zendesk](#)

Step 2 – Additional Information added- Internal notes added.

Internal note

Paris Italie 2 - P2 Level agreement - Visit due 2-4 working days

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

Assigned tickets (5)					
<input type="checkbox"/>	Ticket status	ID	Subject	Requester	Requested
Status Category: Open					
<input type="checkbox"/>	Open	#37	Darty Nation	Selina Chauhan	Tuesday 16:51
<input type="checkbox"/>	Open	#36	Darty Orgeval	Sony France Support	Tuesday 14:50
<input type="checkbox"/>	In Progress	#35	Ubaldi Oliioulos	Sony France Support	Tuesday 14:37
Status Category: Pending					
<input type="checkbox"/>	Pending	#38	BOULANGER ITALIE 2 PARIS	Lucy Ashley	22 minutes ago

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

Sony France Support			
Tickets (7)	Help Centre (21)	Related	Security Settings
Assigned tickets (5)			
<input type="checkbox"/>	Ticket status	ID	Subject
Status Category: Open			
<input type="checkbox"/>	In Progress	#38	BOULANGER ITALIE 2 PARIS
<input type="checkbox"/>	Open	#37	Darty Nation
<input type="checkbox"/>	Open	#36	Darty Orgeval
<input type="checkbox"/>	In Progress	#35	Ubaldi Oliioulos

Making a Maintenance / Install request - Example Zendesk ticket

Step 6 – Visit Complete

[Sony France Support] Re: BOULANGER ITALIE 2 PARIS

 Sony France Support (Sony France Support) <support@sonyfrancesupport.zendesk.com>
To  Lucy Ashley

 If there are problems with how this message is displayed, click here to view it in a web browser.

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

Kind regards



SessionShowPicture 3
JPG

Step 7 – Moves to Solved in Zendesk



Sony France Support

[Tickets \(7\)](#)

[Help Centre \(21\)](#)

[Related](#)

[Security Settings](#)

Assigned tickets (5) ▾



Ticket status

ID

Subject

Requester

Status Category: Open



Open

#37

Darty Nation

Selina Chauhan



Open

#36

Darty Orgeval

Sony France Support



In Progress

#35

Ubaldi Olioules

Sony France Support

Status Category: Solved



Solved

#38

BOULANGER ITALIE 2 PARIS

Lucy Ashley

Making a Maintenance / Install request

Received in Zendesk

Open Tickets (current)

4

YOU

4

GROUPS

Ticket Statistics (this week)

0

GOOD

0

BAD

0

SOLVED

Tickets requiring your attention (4) [What is this?](#)

<input type="checkbox"/>	Ticket status	ID	Subject	Requester	Requester updated ▼	Group	Assignee
<input type="checkbox"/>	Open	#38	BOULANGER ITALIE 2 PARIS	Lucy Ashley	less than a minute ago	Support	Sony France Support
<input type="checkbox"/>	Open	#37	Darty Nation	Selina Chauhan	Tuesday 16:54	Support	Sony France Support
<input type="checkbox"/>	Open	#36	Darty Orgeval	Sony France Support	Tuesday 16:17	Support	Sony France Support
<input type="checkbox"/>	In Progress	#35	Ubaldi Ollioules	Sony France Support	Tuesday 14:40	Support	Sony France Support

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.

Email Address:

Password:

[Forgot your password?](#)

Login

Individual user log in
to access portal



Thank you.

For further information,
please contact:

Contact.

Lucy
Ashley.

Account Director

E | Lucy@isiglobal.co.uk

M | +(44) 07522 944 849