

Qcom Portal Guide

The Qcom Portal helps partners by providing real time information on calls and displaying the devices currently under contract (with the ability to export these details). It also enables users to log new service calls over the internet.

This guide shows you how to setup, navigate, and use the Qcom Portal.

Recommended Setup

Qcom Portal is optimised for:
Popup settings:

Internet Explorer 9
Allow pop-ups

Most browsers work reasonably well for the Qcom Portal. However, due to the rapidly changing nature of web browsers, we are not able to guarantee that the Qcom Portal will work perfectly for all browsers. As a result we ensure the browser is optimised to work perfectly on the most popular browser we are aware of (currently Internet Explorer 9).

To optimise your browser/popup settings for the Qcom Portal (Internet Explorer 9), please:

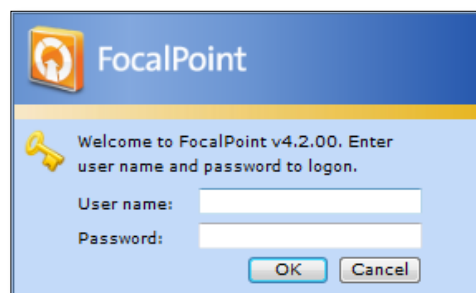
- Click on the “Gear” icon in the top right, and select “Internet Options” from the menu.
- On the “Security” tab ensure the security level is set to “Medium” or “Medium/High”.
- On the “Privacy” tab ensure the setting is at most “Medium”.
- Under “Pop-up Blocker” (this can be kept turned on) click the “Settings” button and add the Qcom portal to the list of “Allowed sites”. The appropriate address for this is:
<http://gw.qcom.co.uk>

Logging In

To log into the Qcom Portal, please access:
<http://gw.qcom.co.uk>

You will see the login window:

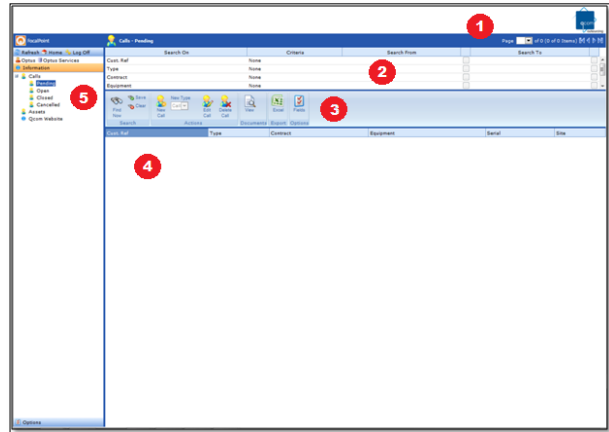
Log in by entering your username and password. If you are unaware of your username or password please contact the Qcom Helpdesk on 01905 827 600 or by emailing helpdesk@qcom.co.uk .

A screenshot of the FocalPoint login window. The window has a blue header with the FocalPoint logo and the text "FocalPoint". Below the header, there is a yellow key icon and the text "Welcome to FocalPoint v4.2.00. Enter user name and password to logon." There are two input fields: "User name:" and "Password:". At the bottom right, there are two buttons: "OK" and "Cancel".

Navigating the Qcom Portal

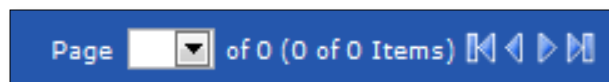
This is the main screen for the Qcom Portal. This shows the portal's main features:

- 1) Page Selector
- 2) Filters
- 3) Ribbon
- 4) Main Listing
- 5) Navigator



Using the Page Selector (1)

The Page Selector is used to step through pages with lots of data, and is in the top right of the screen. This displays the number of pages to choose from, and the dropdown menu lets you pick a particular page. The outer two arrow buttons will take you to the first and last page, whilst the inner two buttons will take you to the previous or the next page.



Filters (2)

Filters come at the top of the screen, and are used to narrow down your results to find particular calls or contracts more quickly. Filters are used by selecting the criteria on the field first, and then entering the details you know for this. For instance, if you are looking for a call on a device that is covered by contract number 1234, you would select "Equals" in the Criteria box next to Contract, and then enter "1234" into the "Search From" box in the same row.

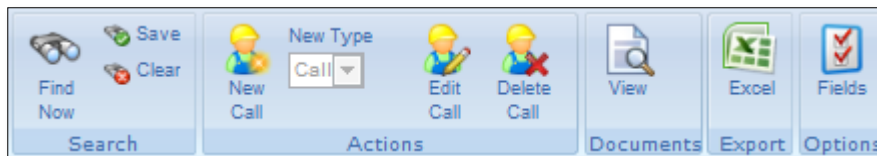
Search On	Criteria	Search From	Search To
Cust. Ref	None		
Type	None		
Contract	None		
Equipment	None		

You can also click the "..." button to popup a list of all available answers, this is useful when you do not know a field (e.g. address) but you would recognise it when you see it. Click the "Find Now" button on the ribbon to apply your Filter to the main screen.

Please note: the "Search To" boxes are only used when a "Range" criteria has been selected.

Ribbon (3)

The Ribbon is used for the interactive functions in the Qcom Portal. The “Find Now” button is used with filters (see above), and you can cancel or save your searches with this. The “Actions” button is mostly used to log new calls, whilst the “View” button is used to see full details of a particular call.



The “Excel” button is used for exporting data. Finally, if you would like to edit the columns available in the Main Screen this can be editing by clicking the “Fields” button.

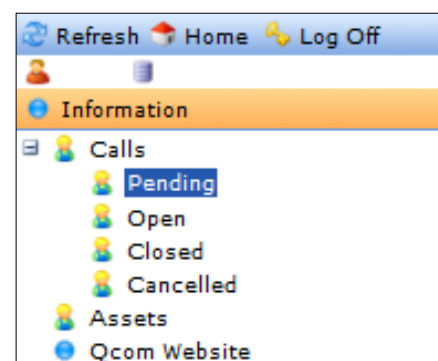
Main Screen (4)

The Main Screen lists all of your calls in the correct category. The calls that you see are based on the section you are in (e.g. Open Calls) and the filters you have applied. If you have selected “Assets” in the Navigator, you will see devices covered under contract as opposed to calls.

You can sort the listing by clicking on one of the column headers. Clicking once will sort the data by the field ascending, whilst clicking again will sort the data by the field descending.

Navigator (5)

The Navigator is on the left of the portal, and is the main tool for seeing different screens. Call screens are accessed here, and calls are broken down by category as above: for instance, if you would like to see all of the service calls that are currently open, simply click on “Open”.



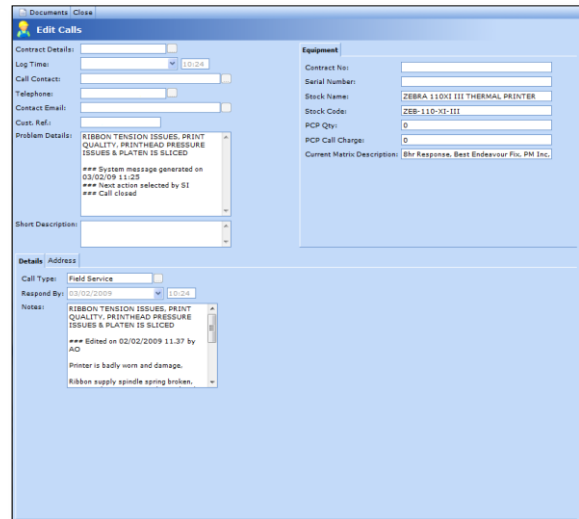
Click “Assets” to see the list of devices covered by contract. You can refresh the browser with the “Refresh” button and logout of the Portal with the “Log Off” button. Clicking the “Home” button will take you to the Home screen, which displays summary information (that can be edited in preferences).

At the very bottom of the navigator is another section heading: “Options”. Selecting this allows you to edit your preferences and options for using the portal. In general, Qcom recommend using the default setup. However, the “Homepage” options can be edited to your preference. Also the page setup options “Lookups and Lists” can be edited to your preference.

Using the Qcom Portal

Call Notes Window & Launching Reports

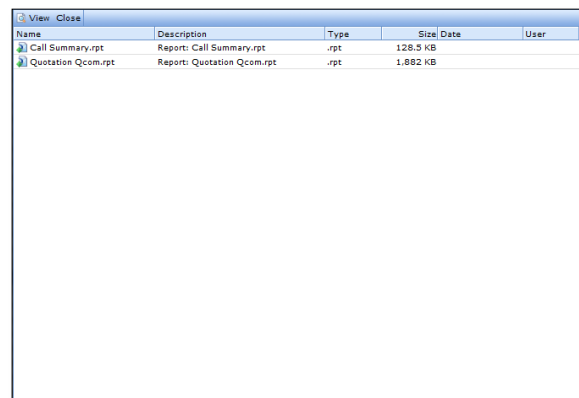
The Call Notes window is brought up in two ways: you can double click on a call in the Main Screen, or you can highlight a call in the Main Screen and click the “View” button under “Actions”. The Call Notes screen gives a summary of the job in question, telling you the activity that has occurred with it in the “Notes” section under the “Details” tab.



The Qcom Portal also has call reports (at present the Call Summary Report and the Qcom Quotation). These can be activated by clicking on “Documents” in the top left of the Call Notes window, or by clicking on the “View” button under “Documents” on the ribbon. This brings up the Documents window.

Call Summary Report

The Call Summary Report is launched by selecting it from the Documents window (see above). This report is a full listing of the call’s details and appears in its own window. This allows you to save or print the job’s details for external uses.



Name	Description	Type	Size	Date	User
Call Summary.rpt	Report: Call Summary.rpt	.rpt	128.5 KB		
Quotation Qcom.rpt	Report: Quotation Qcom.rpt	.rpt	1,882 KB		

Qcom Quotation

The Qcom Quotation Report is launched by selecting it from the Documents window (see above). This report is a copy of the quotation provided to you for the job in question, and can be saved or printed for external uses. Not all calls will result in a quotation. To find the calls that currently have quotations outstanding against them, go to the “Open” Calls list in the main screen, and look for the calls which have the Call Status: “Quotation Awaiting Authorisation”.



Logging a new call

To log a new call on the Qcom Portal, first ensure that you are in one of the “Calls” screens (i.e. calls are listed in the Main Screen); this ensures that the ribbon is present. Click the “New Call” button to bring up the New Call popup window. Select the device under contract from the “Select Contract” window by using the filters, sort function and/or cycling through pages. Make your selection by double clicking on the correct line.

This brings through the device’s details on the New Calls screen. Please ensure that these are complete and correct, and add a contact email address and a description of the problem to the correct boxes. Finally, click “Submit” in the top left of the window to log the call. If you would like to cancel the job logging, simply close the window.

Please note: the Portal can only log new calls for devices covered under contract. If you would like a non-contract call, please contact the Qcom Helpdesk at helpdesk@qcom.co.uk or 01905 827 600. If you would like to cover a new device with a maintenance contract, please contact the Qcom Sales team at sales@qcom.co.uk or 01905 827 650.

Asset screen

The Asset Screen is selected by clicking “Assets” on the Navigator. This screen shows the contract status for all of the devices that Qcom have records on. This screen works very similarly to the call viewing screens, the only difference is that you are looking at details of machines under contract rather than service calls. Filters will work identically, although the fields you may filter on have changed to contract details.

Export to excel

The Export to Excel function is used to save Portal data for separate analysis. It is activated by clicking the “Export to Excel” button on the ribbon (please ensure that browser popup blocking is turned off), and will allow you to save a *.xls file to your computer for analysis offline.

Please note that the export to excel function will export the data listed on the current page in the main screen. Therefore if your data goes across multiple pages, it will only export the current page. To ensure that you export the data you want, you can:

- Use filters to make the data displayed more specific (e.g. specify a contract number).
- Use the sort function to bring the data you want to the current page.
- Increase the number of results displayed per page in the “Preferences” section (please note that this may increase the time taken to display your results).



Frequently Asked Questions

Q. How can I speed up the Portal?

A. You can speed up the Portal's performance by ensuring that you have setup your browser according to the "Recommended Setup" section. Once this has been completed, you can speed up the portal further by restricting the number of calls displayed in the main screen: this is changed in the "Preferences" section under "Lookups and Lists".

Q. The Portal is not letting me Export to Excel / View Reports?

A. This problem is related to popup blocking. Please ensure that popups are not being blocked in your browser. By following the "Recommended Setup" section you can ensure this has occurred.

Q. Why is the Portal is behaving strangely?

A. This is probably related to your browser. As we cannot guarantee performance for all web browsers, we suggest you install the recommended browser for optimum Portal use. This browser is currently Internet Explorer 9.