

# FOETRON Cloud Support Portal

Quick Snapshot

F

FOETRON

CLOUD & MOBILE CENTER FOR EXCELLENCE





# Demo Overview

Why **Foetron**  
Cloud Support  
(FCS) Portal?



How **Foetron**  
Cloud Support  
(FCS) Portal  
will help?



What is  
**Foetron** Cloud  
Support (FCS)  
Portal?

How can we help you today?

Enter your search term here...

SEARCH

+ [New support ticket](#)

 [Check ticket status](#)

 [+91-124-4506200](#)

## Knowledge base

### General

Getting Started (2)



[How to log a ticket from Support Portal](#)

» [See all 32 articles](#)

Let's Talk!

# Why **Foetron** Cloud Support (FCS) Portal?



# Cloud as the 'New' technology



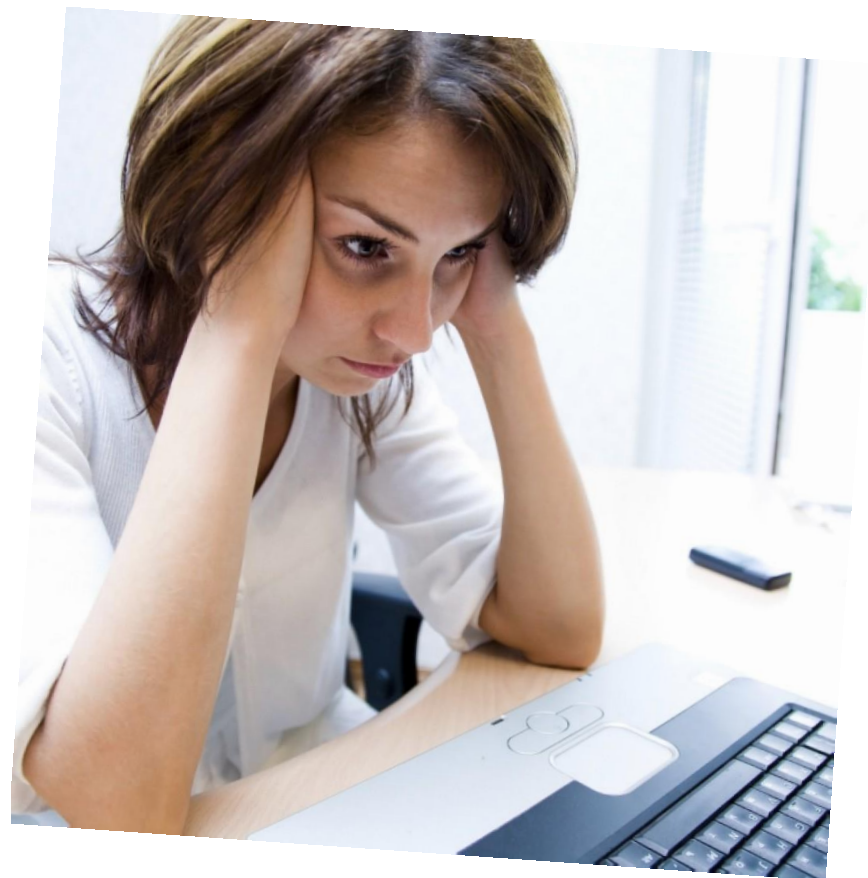
As much as any new technology solves a very challenging problem, it has its own ways of solving that problem which needs deeper understanding.

However, this in itself is a challenge for any business as...





# Cloud Customer Woes



...it causes additional problems for end-user due to their limited understanding of the technology.



# Is it worth the effort ?

- Most common thought-process will suggest that an IT person/team can be hired whose whole set of responsibilities will include
  - Understanding new technology
  - Keeping themselves updated with all the latest technology updates
  - Integrating the latest technology with business use-cases which are profitable for the organisation
  - Training company personnel on the usage of these latest technologies
- All this will cost time and money with no surety of good RoI
- So, the point is – is it worth the effort?



# Why FCS Portal ?

- To help Customers focus on doing what they do with the available resources
- To support them for solving issues related to Microsoft Cloud Technology
- To empower them for growing their businesses the way as promised by Microsoft Cloud Technology

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 [Check ticket status](#)

 [+91-124-4506200](#)

## Knowledge base

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Getting Started (2)



[How to log a ticket from Support Portal](#)

# How **FCS** Portal will help?

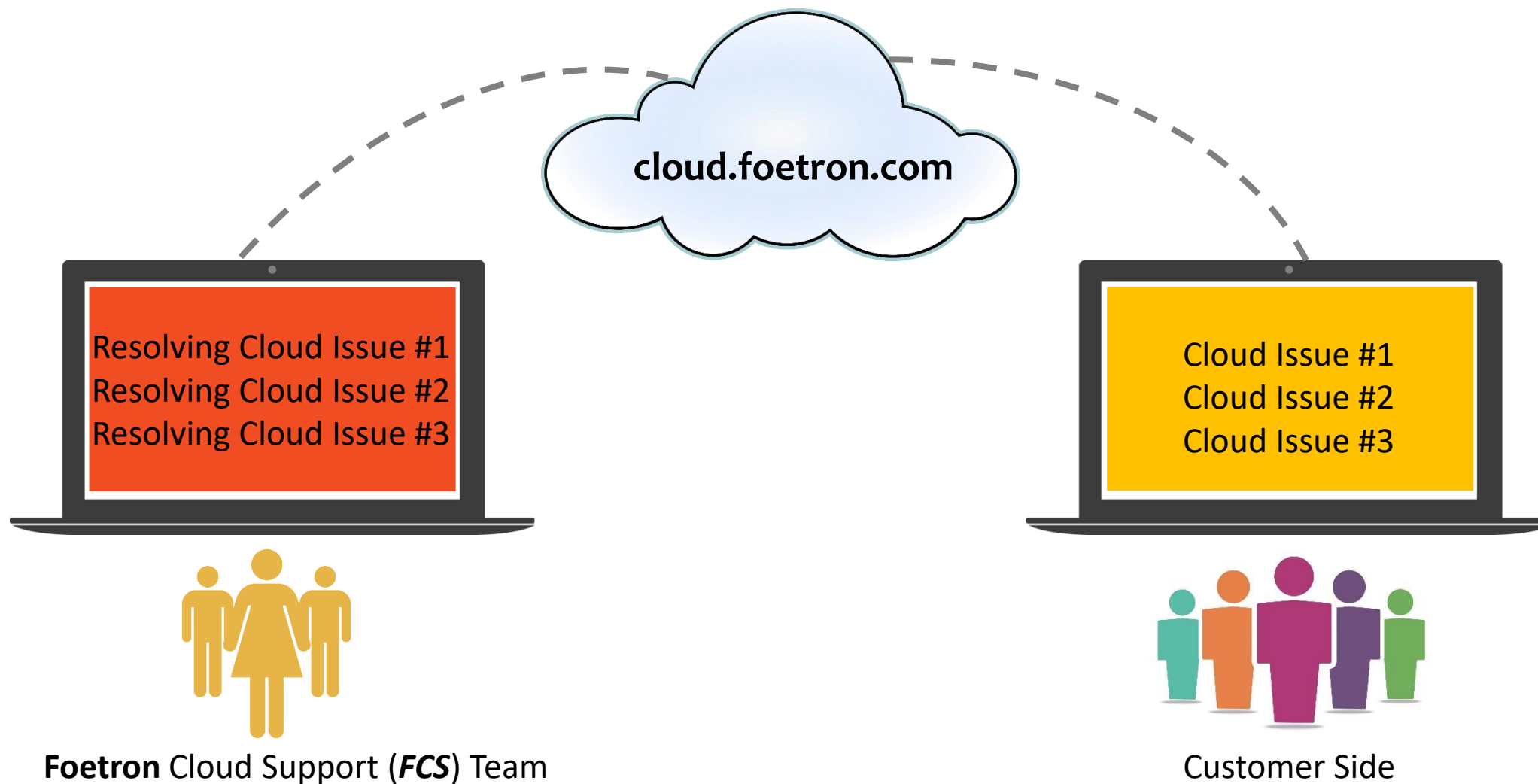
» [See all 32 articles](#)

Let's Talk!





# How we will achieve this?



There  
is  
more!

How can we help you today?

Enter your search term here...

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## Knowledge base

### General

Getting Started (2)



[How to log a ticket from Support Portal](#)

# What is **FCS** Portal?

» [See all 32 articles](#)

Let's Talk!



# Common Things done on Portal

- Raising Tickets
- Viewing Ticket Status
- Tracking Tickets
- Tracking assigned Engineer
- Chatting with the support team
- Building Organisation's Knowledge Base
- Admin can track Organization-wide Tickets
- Admin can have several different views based on different sorting and filters

# Signing up



## Sign up for your Foetron account

Full Name \*

Email \*



Type the text

[Privacy & Terms](#)

reCAPTCHA™

Register

Cancel

# Logging in



## Login to the support portal

Enter the details below

☐ Remember me on this computer

[forgot your password?](#)

LOGIN

## ...or login using

 Twitter

## Sign up

Sign up with us

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.





# Customer Side (Admin View)

The screenshot shows a web browser window with the URL <https://cloud.foetron.com/support/home>. The page features a dark header with the Foetron logo on the left and a welcome message for 'Sunny (Customer)' on the right, including links for 'Edit profile' and 'Sign out'. Below the header is a teal navigation bar with links for 'Home', 'Solutions', 'Forums', and 'Tickets'. The main content area is divided into two columns. The left column contains a search bar with the placeholder 'Enter your search term here...' and a 'SEARCH' button. Below the search bar is a 'Knowledge base' section with a 'General' sub-section. Under 'General', there are two categories: 'Getting Started (2)' and 'Foetron Customer Support (1)'. The 'Getting Started' category lists two articles: 'How to log a ticket from Support Portal' and 'Bing Places for Business- An Overview'. The 'Foetron Customer Support' category lists one article: 'How to submit your site to Bing Places'. Below the 'Knowledge base' section is a 'How To Do Videos' section with a sub-section 'How to do videos (32)'. This section lists five video articles: 'What is Delve feature in Microsoft Office 365?', 'How to use Image-to-Text feature of OneNot...', 'What is Unified Communication?', 'How to use Calendar feature with email in O...', and 'How to access One Drive in Outlook Web Ac...'. A link '>> See all 32 articles' is provided at the bottom of this section. The right column contains a 'Community forums' section with the text 'No forum topic yet' and a link 'Start a new topic?'. At the bottom right of the page, there is a dark grey button labeled 'Let's Talk!' with a speech bubble icon.

https://cloud.foetron.com/support/home

**Foetron** Welcome Sunny (Customer)  
Edit profile - Sign out

Home Solutions Forums Tickets

How can we help you today?

Enter your search term here... SEARCH

+ New support ticket  
Check ticket status  
+91-124-4506200

**Knowledge base**

**General**

Getting Started (2) Foetron Customer Support (1)

How to log a ticket from Support Portal  
Bing Places for Business- An Overview  
How to submit your site to Bing Places

**How To Do Videos**

How to do videos (32)

What is Delve feature in Microsoft Office 365?  
How to use Image-to-Text feature of OneNot...  
What is Unified Communication?  
How to use Calendar feature with email in O...  
How to access One Drive in Outlook Web Ac...  
>> See all 32 articles


**Community forums**  
No forum topic yet  
Why don't you start a Start a new topic?

Let's Talk!



# Raising Ticket

← → ↻ <https://cloud.foetron.com/support/tickets/new> ☆ ↻ ☰

 **Foetron**

Welcome Sunny (Customer)  
[Edit profile](#) - [Sign out](#)

Home Solutions Forums Tickets




**Submit a ticket**

Requester \*   
[Add cc](#)

Subject \*

High \* 

Low  
Low  
Medium  
High  
Urgent


Description \*   
[Attach](#)   

Submit

Cancel

Home - Solutions - Forums - Tickets


[Cookie policy](#) - [Privacy Policy](#)

Let's Talk! 



# Viewing Ticket Status

← → ↻ <https://cloud.foetron.com/support/tickets> ☆ ↻ ≡

 **Foetron**

Welcome Sunny (Customer)  
Edit profile - Sign out

Home Solutions Forums Tickets

### How can we help you today?

New support ticket

Check ticket status

+91-124-4506200

Open or Pending ▾

Export tickets

Sorted by Last Modified ▾ Tickets created by Sunny (Customer) ▾

	<a href="#">Customer Subscription in Grace - Update by EoD today #118864</a> Created on Wed, 17 Aug at 1:32 PM Agent: Lalit Bhardwaj	WAITING FOR UPDATES FROM TEAM
	<a href="#">Admin Audit #119451</a> Created on Wed, 31 Aug at 11:20 AM Agent: Pooja Sharma	OPEN
	<a href="#">ADFS Implementation at Foetron #119447</a> Created on Wed, 31 Aug at 10:49 AM Agent: Pradeep Mishra	BEING PROCESSED
	<a href="#">RE: Office365 Usage and Remote Trainings #119393</a> Created on Mon, 29 Aug at 5:47 PM Agent: Ritika Rana	OPEN
	<a href="#">Change AutoResponder on Career@foetron.com #119390</a> Created on Mon, 29 Aug at 5:28 PM Agent: Pooja Sharma	OPEN
	<a href="#">PDF downloading instead of view link #119386</a> Created on Mon, 29 Aug at 5:04 PM Agent: Pradeep Mishra	OPEN

Let's Talk!



# Tracking Tickets

[Home](#) / [Tickets list](#)

**Open** since 2 days 1 hours

## #119393 RE: Office365 Usage and Remote Trainings



**Sunny (Customer)**, reported 2 days ago  
Cc: support@foetron.com



Dear Mr. Kumar,

Kindly accept the URL so that we can help you out with your Office365 subscription.

Thanks

Sunny Sharma

---

**From:** Sunny Sharma

**Sent:** 24 August 2016 22:47

**To:** 'I Kumar' <inder.kumar@xyz-company.com>

**Subject:** Office365 Usage and Remote Trainings

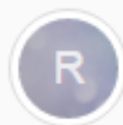
Dear Mr. Kumar,

You will have to accept the following URL



# Tracking assigned Engineer

## Agent Working on This Ticket



**Ritika Rana**  
Cloud Evangelist

## Ticket details

**High** \*

High



## Assigned to

Ritika Rana

Update





# Chatting with the support team

Let's Talk!

We can't wait to talk to you. But first, please tell us a bit about yourself.

Name \*

Sunny (Customer)

Email \*

sunny@foetron.com

Phone Number \*

✓

Let's Talk!

Hi! You can also call us at +91-9810141797

03:33 PM

Your Message





# Building Knowledge Base

## Knowledge base

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### General

#### Getting Started (2)

-  [How to log a ticket from Support Portal](#)
-  [Bing Places for Business- An Overview](#)


#### Foetron Customer Support (1)

-  [How to submit your site to Bing Places](#)



# Organization-wide Tickets (Admin only)

← → ↻ <https://cloud.foetron.com/support/tickets> ☆ ↻ ≡

 **Foetron**

Welcome **Sunny (Customer)**  
Edit profile - Sign out







Home Solutions Forums **Tickets**

### How can we help you today?


[+ New support ticket](#)  
[📄 Check ticket status](#)  
[📞 +91-124-4506200](#)

Open or Pending ▾  
Sorted by Last Modified ▾ Tickets created by Everyone in Foetron-VRT ▾

Export tickets

 <a href="#">Update POR &amp; Delegation</a> Created by Kajal Soni on Wed, 31 Aug at 10:00 AM	<a href="#">Myself</a> Tourism Pvt Ltd #119456 Created by Kajal Soni on Wed, 31 Aug at 10:00 AM	<input type="button" value="OPEN"/>
 <a href="#">Customer Subscription</a> Created on Wed, 17 Aug at 10:00 AM	<a href="#">Anshita Kashyap</a> day #118864 Created on Wed, 17 Aug at 10:00 AM	<input type="button" value="WAITING FOR UPDATES FROM TEAM"/>
 <a href="#">Admin Audit #119451</a> Created on Wed, 31 Aug at 10:00 AM	<a href="#">Arushi Bansal (Microsoft)</a>	<input type="button" value="OPEN"/>
 <a href="#">FW: Honda Trading Company</a> Created by Kaushal Kr. Mishra on Wed, 31 Aug at 10:00 AM	<a href="#">Faizan Ali</a> 707 Created by Kaushal Kr. Mishra on Wed, 31 Aug at 10:00 AM	<input type="button" value="WAITING FOR REVERT FROM MICROSOFT"/>
 <a href="#">You're about to lose access to your Office 365 Business subscription #117210</a> Created by Meghna Jaiswal on Tue, 12 Jul at 8:59 AM Agent: Aranjit Kuanr	<a href="#">Kajal Soni</a>	<input type="button" value="WAITING FOR UPDATES FROM TEAM"/>
 <a href="#">Microsoft Office 365    Foetron #117009</a> Created by Shrawan Bhat on Thu, 7 Jul at 3:10 PM Agent: Aranjit Kuanr	<a href="#">Meghna Jaiswal</a>	<input type="button" value="WAITING FOR REVERT FROM MICROSOFT"/>
	<a href="#">Nipun Rohatgi (Microsoft)</a>	
	<a href="#">Shrawan Bhat</a>	
	<a href="#">Sonali Bhatt</a>	

[https://cloud.foetron.com/support/tickets/filter?requested\\_by=0](https://cloud.foetron.com/support/tickets/filter?requested_by=0)



# Different views



FI

Foetron

Welcome Sunny (Customer)  
Edit profile - Sign out

Home

Solutions

Forums

Tickets

How can we help you today?  

SEARCH

New support ticket

Check ticket status

+91-124-4506200

Open or Pending

Sorted by Last Modified

Tickets created by Everyone in Foetron-VRT

Date Created

Last Modified

Priority

Status

Ascending

Descending

Exchange issue ||Galaxy Tourism Pvt Ltd #119456

31 Aug at 12:59 PM Agent: Amit Sharma

OPEN

Grace - Update by EoD today #118864

2 PM Agent: Lalit Bhardwaj

WAITING FOR UPDATES FROM TEAM

FW: Honda Trading Corporation India Pvt Ltd. #113707

Created on Wed, 31 Aug at 11:20 AM Agent: Pooja Sharma

OPEN

FW: Honda Trading Corporation India Pvt Ltd. #113707

Created by Kaushal Kr. Mishra on Fri, 27 May at 1:40 PM Agent: Shradha Parashar

WAITING FOR REVERT FROM MICROSOFT

Export tickets

Sorting

FI

Foetron

Welcome Sunny (Customer)  
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+91-124-4506200

Open or Pending

Sorted by Last Modified

Tickets created by Everyone in Foetron-VRT

Everyone in Foetron-VRT

Myself

Anshita Kashyap

Arushi Bansal (Microsoft)

Faizan Ali

Kajal Soni

Meghna Jaiswal

Nipun Rohatgi (Microsoft)

Shrawan Bhat

Sonali Bhatt

Update POR & Delegation #119456

Created by Kajal Soni on Wed, 31 Aug at 12:59 PM Agent: Amit Sharma

OPEN

Customer Subscription #118864

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Created by Kaushal Kr. Mishra on Fri, 27 May at 1:40 PM Agent: Shradha Parashar

WAITING FOR REVERT FROM MICROSOFT

Export tickets

Filtering



# Microsoft Cloud

Empowered by **FOETRON**

Reach out to us for any feedback or question at [cloud@foetron.com](mailto:cloud@foetron.com)