

# 02 eService User Guide



# Contents

3 What can eService do for me?

4 How to Process via eService?

14 Help and Support

15 Chess Partner Support Teams

# What can eService do for me?

The eService automation allows partners to complete ad-hoc tasks without the need to send the request via the Chess Partner Support team.

Here is the list of what you are able to do on the eService portal:

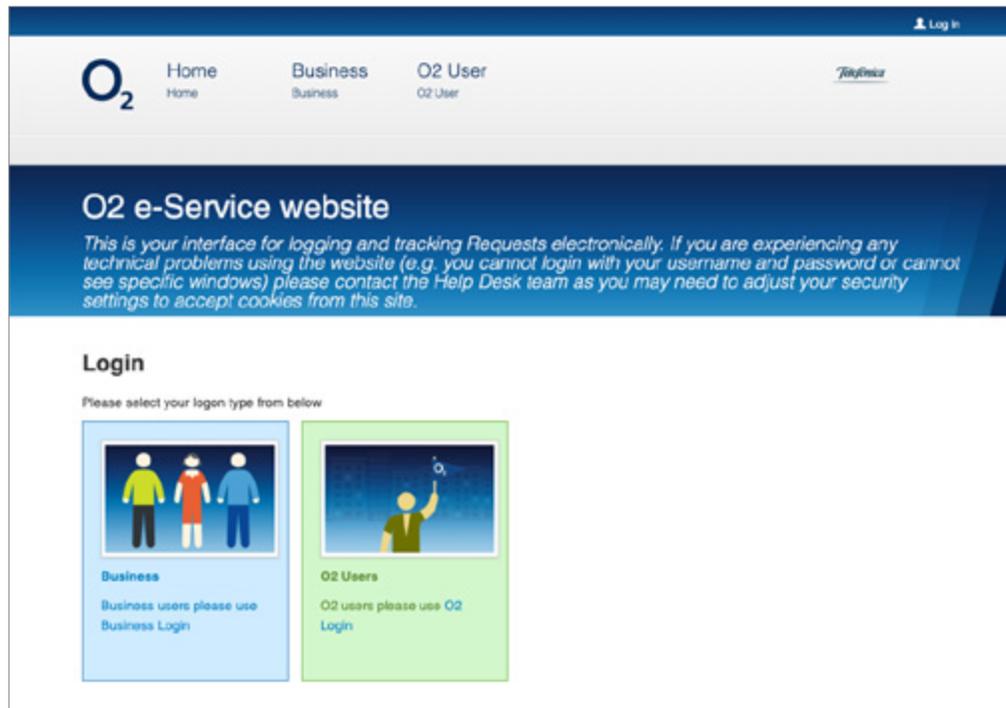
- ✓ Change a customer's sim card
- ✓ Add or remove a bar
- ✓ Change a customer's username or cost centre
- ✓ Tariff change on a customer's MPN
- ✓ Add or remove services to a customer's account or MPN (Wi-Fi-calling, re-occurring bolt on)
- ✓ Refresh a customer's sim card
- ✓ Change a customer's payment details
- ✓ Allow over 18 content to an MPN
- ✓ Request a Resign Pack (DMGWe will proactively notify the CSI point of contact within your business of each quarters survey dates in advance.

You cannot use the eService portal to complete Resigns, TOO's, New Connections (or any commissionable work), Billing queries (including Bill shocks/Goodwill), ROE, Disconnections or Pac requests.

These must be sent in as per normal procedure to your designated Chess Partner Team

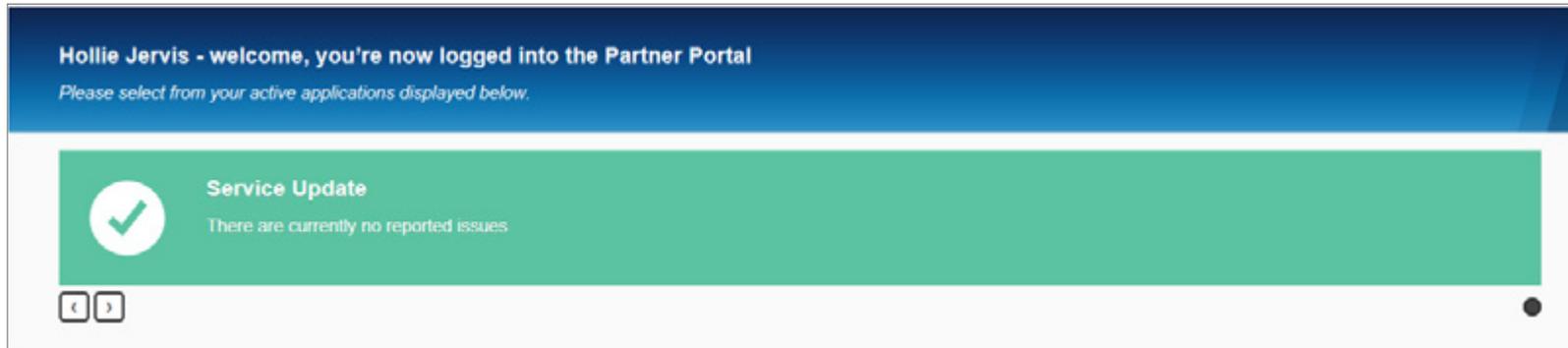
# How to Process via eService?

Log on to the eService portal – [www.o2-eservice.co.uk](http://www.o2-eservice.co.uk)

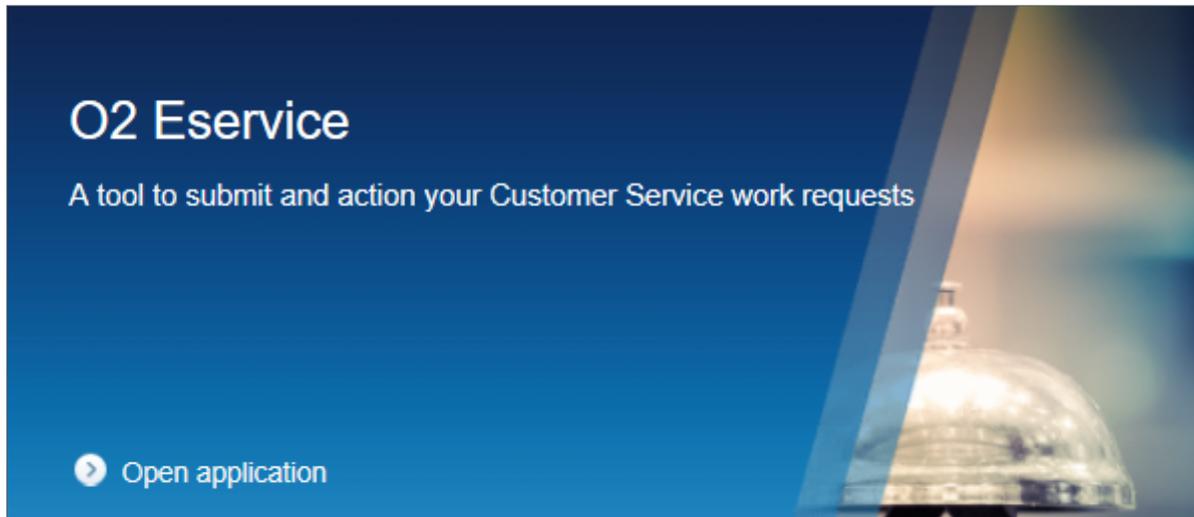


After loading the website, ensure you select to open the 'Business Login Page'

You will see service updates at the top of the welcome page.  
These are updated in real time to alert of any delays, outages or issues.



Scroll down the page to find the O2 eService box and click '**Open application**'



Scroll down and click the 'Redirect To O2 eService' button.

On this page you can also make sure you have the latest Automation Hub by downloading directly from the menu on the right

## O2 E-Service

The e-Service tool allows you to raise requests or request help online. You can also track the progress of your request and receive an audit trail to the point of resolution.

Once you have registered your query, the system will forward it to the support team who will resolve it for you. You can access your request at any time to see progress and any notes the Partner Customer service Team have added.

It's important to note the following:

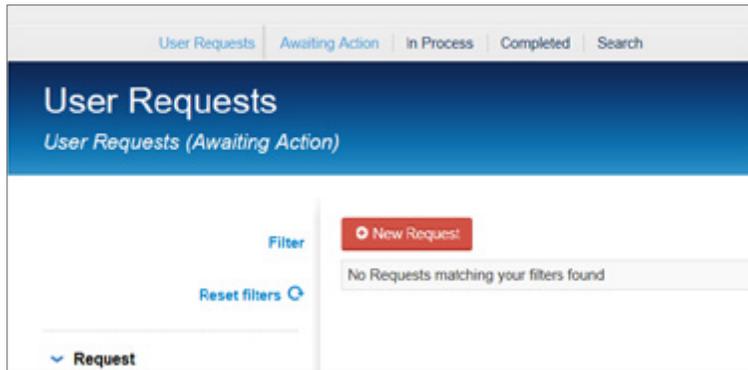
- Please ensure that you use the RFT form (see downloads) when submitting requests. We're currently only able to view the form as a Windows 2003 document so please don't save as the form as Windows 2007.
- You select the correct query type when submitting your request otherwise it may cause delays and/or require you to submit your request again using the correct option.
- If you need to escalate any e-service you've sent please use the escalation option on e-service, provide as much information as you can around why you wish to escalate this e-service. For upgrades it is really important that you pick the correct option in regards to the amount of MPN's you are submitting, failure to do so will require you to submit the request on the correct option.
- If you experience any difficulties using the browser, you should contact your own IT team first and then your O2 Channel Business Manager
- **Due to additional validation that is necessary to allow eService access, new users of the system may not become active for up to four hours.**

[Redirect To O2 Eservice](#)

## Downloads

- ▶ [Eservice User Guide](#)
- ▶ [Automation Hub v34](#)
- ▶ [Just Call Me Form](#)
- ▶ [MaaS360 Order Form](#)
- ▶ [Partner Digital Order Form](#)
- ▶ [Adding or Removing a Number from Boostbox](#)
- ▶ [Age verification](#)
- ▶ [New RFT Form](#)
- ▶ [Partner Empowerment Credit Form](#)
- ▶ [TOO Form](#)
- ▶ [Unlocking](#)
- ▶ [M2M Global Credit Vet Form](#)
- ▶ [M2M Request Form](#)
- ▶ [M2M Connection template](#)
- ▶ [M2M UK SIM order form](#)
- ▶ [Wholesale RFT form](#)
- ▶ [Wholesale PCS Work Request form](#)
- ▶ [ABS - Wholesale New PCS Help Form](#)
- ▶ [Automation Hub - Tariff Help Guide](#)
- ▶ [eservice Automation Training](#)
- ▶ [M2M Work Request Form](#)

To create a New eService click the red '**New Request**' button.



This will take you to the Partner Page. Most of it is pre-populated and no changes need to be amended here. Click '**Next**' to Proceed.

A screenshot of a form for creating a partner page. The form contains several input fields, many of which are pre-populated with grey text. The fields and their values are: 'Business Name' (Chess Partners), 'Contact Name \*' (Hollie Jervis), 'Contact Tel #' (Telephone #), 'Email address \*' (holliejervis@chesspartner.co.uk), 'Mobile #' (Mobile #), 'Fax #' (Fax #), 'ORN', 'Account Manager', 'CBM Email', 'CBM Mobile', 'ISE or Rev Share Code', and 'Account Code'. A blue 'Next' button is visible at the bottom of the form.

You now need to add information about your Customer.

- If it is a customer that you have already created, move the cursor to the '**Select Customer**' field and begin typing in the name of your customer.
- When you see the one you want click on it and the form will be pre-populated. You can edit the customer details if necessary, using the '**Edit Customer**' button at the bottom of the page.

The screenshot shows a web interface for managing customer information. On the left, there is a sidebar with 'REQUEST DETAILS' containing three items: 'Business' with a green checkmark, 'Customer' with a red 'x', and 'Request' with a red 'x'. Below this is an 'ACTIONS' section which is currently empty. The main area is titled 'Customer Information' and contains the following fields:

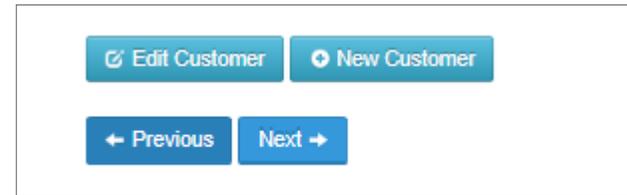
- Select Customer:** A dropdown menu with 'Business (default)' selected.
- Company Name:** A text input field with 'Business (default)' pre-filled.
- Business Type:** A text input field with 'Business' pre-filled.
- Address:** A text input field.
- Post Code:** A text input field.
- Contact Tel #:** A text input field.
- Fax #:** A text input field.
- Email address:** A text input field.
- Account #:** A text input field.
- Sample Mobile #:** A text input field.
- Landline / Current Tariff:** A text input field.

At the bottom of the form, there are two blue buttons: 'Edit Customer' (with a magnifying glass icon) and 'New Customer' (with a plus icon). Below these are two more blue buttons: 'Previous' (with a left arrow) and 'Next' (with a right arrow).

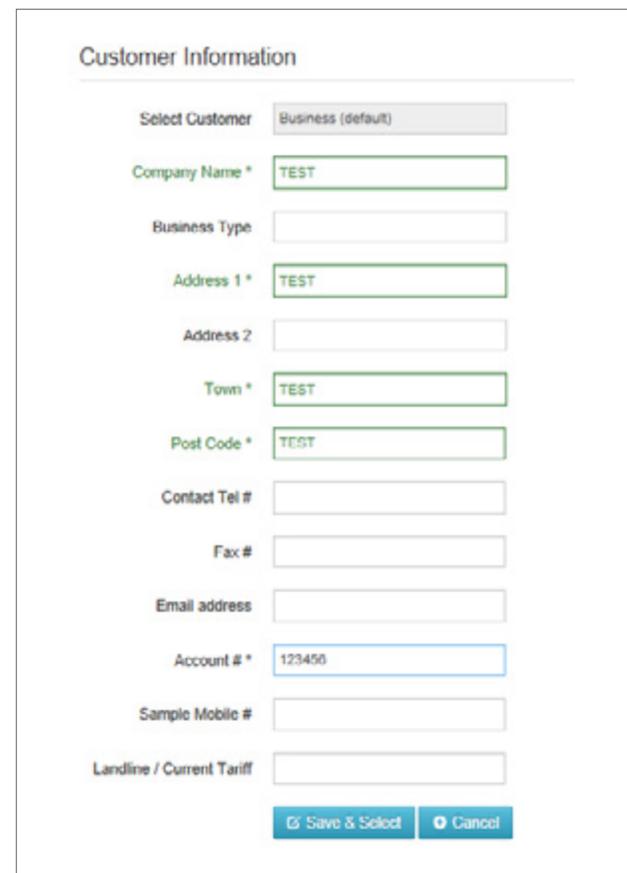
For a New Customer, click '**New Customer**' and the following form appears.

Complete all the information (the asterisk indicates mandatory fields) and click '**Save and Select**'.

The system will confirm if the customer has been successfully created.



A set of four navigation buttons. The top row contains 'Edit Customer' (with a pencil icon) and 'New Customer' (with a plus icon). The bottom row contains 'Previous' (with a left arrow) and 'Next' (with a right arrow).



**Customer Information**

Select Customer: Business (default)

Company Name\*: TEST

Business Type:

Address 1\*: TEST

Address 2:

Town\*: TEST

Post Code\*: TEST

Contact Tel #:

Fax #:

Email address:

Account #\*: 123456

Sample Mobile #:

Landline / Current Tariff:

Save & Select Cancel

On the Request Page select the Dept subject from the list : **PCS Requests 1-99. 24 Hour SLA**  
Enter code **999** in the **CODE** field and then type in the Issue Details box: **PLEASE PROCESS**.

Once completed, please the **ACTION** button.

- Please remember that eService should only be used for ad-hoc, non-commissionable work. No other queues should be used by partners as requests will go unprocessed and you will not receive commission associated.
- For any other requests outside of ad-hoc/non-commissionable work, please direct your requests to your designated Partner Support Team.

**Request Details - 2788667, Edit**

**REQUEST DETAILS**

- Business
- Customer
- Request

**ACTIONS**

**Request Information**

Department Subject: PCS Work Request 1-99 24 hour SLA

Code: 999

Issue Details: PLEASE PROCESS

Alert Priority: High

Upload File?  Yes  No

Attach Immediately

[← Previous](#) [Action](#) [Delete Request](#)

By completing certain requests directly through the portal yourselves will cut down SLA time.

**Request Details - 2788667, Edit**

REQUEST DETAILS

- Business
- Customer
- Request

ACTIONS

- Action Request

**Action Request**

History Responses

Phase:	9 - Attach a File	Business:	Hollie Jervis
Dep. Subject:	PCS Work Request 1-99: 24 hour SLA - Blue Prism	Sales Person:	Hollie Jervis
Allocated To:		Customer Name:	TEST
SLA Expiry:		DISE or Rev Share Code:	4577892
Resolution Date:			

Request Detail PLEASE PROCESS

Browse for a file No files found request

Upload File

Action Request

**TIP:** You will still have to complete the automation hub in order to use eService.

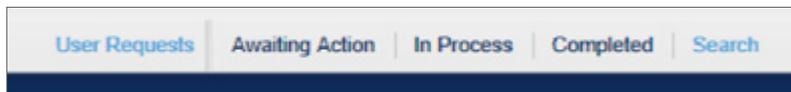
You must ensure you have exported the automation hub and upload this version only. An error message will display if the hub is now exported prior to upload. A recap of the information so far will be displayed.

You now need to attached your completed Automation Hub by clicking '**Browse for a File**' and then 'Upload File'. Once the file is uploaded click '**Action Request**'

Once actioned, you will be taken back to the main Request Action page.

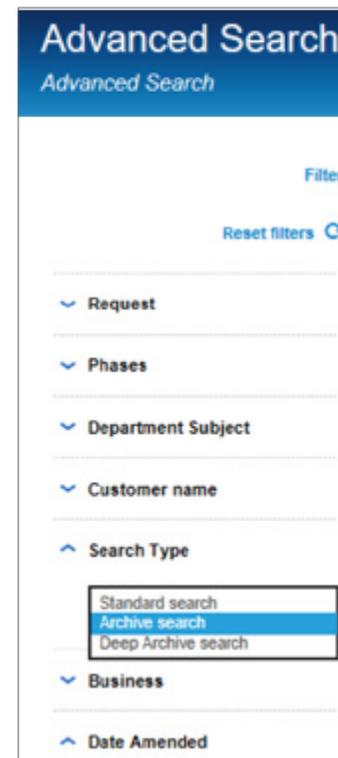
You will see any requests requiring your attention (such as a response to a back office team member) listed here.

If you want to locate a previous request, you can do so by selecting 'In Process', 'Completed' or 'Search' for completed items at the top of the page.



From the side menu that then appears type in your request number and then select the search type.

For any ticket over 1 month, select '**Archive Search**'. Anything over 3 months select '**Deep Archive Search**'.



Your request will then appear and you will be able to 'View' the actions taken, any files you uploaded for completion and any comments made by the automation system, PCS or yourselves.

It will also confirm the original SLA deadline.

	Request No	Business	Customer	Department Subject	Phase	Date Created	Phase 2 Date	SLA Expiry
	2797190	Chess Partners		PCS Work Request 1-99. 24 hour SLA	20 - submitted to Blue Prism for action	25/04/19		29/04/19 09:00:00

You will be emailed upon completion of your request.

The email will detail the request and if it has been successfully processed. If the system has been unable to process your request, you will be given a reason why.

You may need to resubmit your request. Check your 'User Request' panel to see if the system is awaiting a response from you in an open ticket. If you are unsure if you need to resubmit, please check with the Chess Partner Support Team.

# Help and Support

Should you receive any rejections or queries you require further assistance with, please contact your dedicated Partner Support Team ensuring you quote your eService reference number.

You can continue to process one-off bolt ons and other requests over the phone. Please refer to the O2 Process Guide for further information [HERE](#)

Should you have queries on filling out the Automation Hub please speak to the team or check out our dedicated training guide [HERE](#)

You can also request online or in person training from our Customer Experience Leader –

## **Hollie Jervis**

HollieJervis@ChessPartner.co.uk

0777 590 8228

# Chess Partner Support Teams

## Elite Partner Support

elitepartner@ChessPartner.co.uk

03301 598 027

## Premium Partner Support

premiumpartner@ChessPartner.co.uk

03301 598 026

## Business Partner Support

businesspartner@ChessPartner.co.uk

03301 598 025