

Esaote Corporate

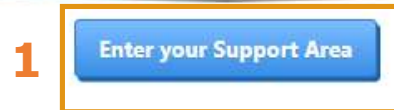
Distributors Self-Service Portal

User Manual



Access to the Portal

Access to the Portal



THE GROUP

Esaote is one of the world's leading producers of medical diagnostic systems and internationally acknowledged to be the world leader in dedicated MRI. The Esaote Group is also one of the main players in the sector of Information Technology for healthcare.

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SERVICE OFFERINGS

Our structure ensures a correct and comprehensive after-sales service and continuous control of equipment that ensures maximum functionality, allowing the customer, which is always at the center of our attention, to plan their daily activities in conditions of absolute tranquility.

[VIEW ALL ESAOTE TECHNICAL ASSISTANCE SERVICES](#)



- The Distributor will access to the Portal from the following link:
<https://customercare.esaote.com/>
- Then, he/she will click on *My Support* (1) or *Sign in* (2)

Access to the Portal



[Home](#) | [My Support](#) | [Sign in](#)

[Sign in](#) [Redeem invitation](#)

Sign in with a local account

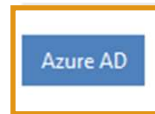
Sign in with an external account

* Username

* Password

Remember me?

[Sign in](#) [Forgot your password?](#)



Press Azure AD button and enter Esaote login.
The Sign in button will be deprecated soon.

Case Creation

Case Creation from the Portal (1)

The screenshot shows the eSaote portal interface. At the top left is the eSaote logo. Below it, the navigation path is 'Home > Support'. The main heading is 'Support'. A search bar contains the text 'e.g. User login is failing'. Below the search bar is a 'Web - Open Cases' link. A table of cases is displayed with columns: Case Number, Case Title, Case Type, Subject, Origin, Service Customer, Status Reason, and Created On. The table contains two rows of data. In the top right corner, there is a 'My Support' dropdown menu with 'Marina Muscato' selected. An orange box labeled '1' highlights this dropdown. Below the search bar, there is a search input field and an 'Open a New Case' button. An orange box labeled '2' highlights this button. An arrow points from the 'Open a New Case' button to a larger screenshot of the 'Open a New Case' form. In this form, the 'Subject' dropdown menu is highlighted with an orange box labeled '3'. Other fields in the form include 'Title *', 'Service Customer *' (with 'KOSMED Sp.z.o.o.' selected), 'Contact *' (with 'Marina Muscato' selected), 'Fault Date', 'Description *', 'Unknown Customer Asset' (with 'No' selected), 'Customer Asset (main unit) *', and 'Product'.

Case Number	Case Title	Case Type	Subject	Origin	Service Customer	Status Reason	Created On
CAS-129126-B0N5	Portal Case test MM	Web Help Desk	Assistenza Tecnica	Web	SUMIRE MEDICAL CORP.	Open	12/15/2020 10:58 AM
CAS-129120-S9X5	test case MM	Web Help Desk	Assistenza Tecnica	Web	SUMIRE MEDICAL CORP.	In Progress	12/15/2020 12:41 AM

Once the Distributor has logged in, he/she will be able to open a new case, clicking on *My Support* (1) and then, *Open a new Case* (2). The Distributor will fill in all the mandatory fields (the ones with the *) and all the necessary ones.

n.b. According to the chosen *Subject* (3) some fields will be visible or mandatory: if the Subject will be *Generic info request* or *Site evaluation* the flag *Unknown Customer Asset* will not be visible, the fields *Product* will be mandatory and *Product serial number* and *Software version* not mandatory.



Case Creation from the Portal (2)

Distributor knows the Customer Asset

Open a New Case

The screenshot shows a web form for creating a new case. The form includes several fields: 'Title *' (empty), 'Service Customer *' (TEFERICI ADRIAN), 'Contact *' (Marina Muscato), 'Subject *' (dropdown menu), 'Hospital/Doc.' (empty), 'Fault Date' (calendar icon), and 'Description *' (text area). A section at the bottom, highlighted with an orange border, contains the 'Unknown Customer Asset' field with radio buttons for 'No' (selected) and 'Yes', the 'Customer Asset (main unit) *' field (EU042596), and the 'Product' field (MyLabSix).

If the Distributor knows the Customer Asset to be inserted, he/she will flag the field Unknown Customer Asset to NO. The User will select the Customer Asset (main unit) between the ones related to the Distributor's Account, once the User will click on the Customer Asset field, the lookup record window will be opened and will be shown all the Customer Assets related to the Distributor's Account. He/She will be able to select one of the Customer Assets' views in which results will be filtered according to the Product Hierarchy (MRI, US or XRay). The User will be able to search the Customer Asset also inserting the related Serial Number in the search bar.

n.b. If the Distributor doesn't fill all the mandatory fields, an error message will be shown and won't be possible to save it. Otherwise, once the Distributor saves the Case correctly, the case Status will be *Open*.



Case Creation from the Portal (3)

Distributor doesn't know the Customer Asset

Open a New Case

The screenshot shows a web form for creating a new case. The form includes several fields: 'Title *' (text input), 'Subject *' (dropdown menu), 'Service Customer *' (text input with value 'MIDEAS D.O.O.'), 'Contact *' (text input with value 'Barbara Bellini'), 'Hospital/Doc.' (text input), 'Fault Date' (text input with a calendar icon), 'Description *' (text area), 'Unknown Customer Asset' (radio buttons for 'No' and 'Yes', with 'Yes' selected), and 'Product *' (text input with value 'MyLab 9 eXP US SYSTEM' and a search icon). A yellow box highlights the 'Unknown Customer Asset' section.

If the Distributor doesn't know the Customer Asset, he/she will flag the field Unknown Customer Asset to YES. At this point, the Distributor will fill in the fields *Product* or and if necessary, the Product Serial Number (text field). Once the User will click on the Product field, the lookup record window will be opened and will be shown all the Products in the system (in assistance), he/she will be able to select between one of the Products'views which will filter results according to the Product Hierarchy (MRI, US or XRay).

The User will be able to search the Product also inserting the related Serial Number in the search bar.

n.b. If the Distributor doesn't fill all the mandatory fields, an error message will be shown and it won't be possible to save it. Otherwise, once the Distributor saves the Case correctly, the case Status will be *Open*.



Case Creation from the Portal (4)

Complaint Section

COMPLAINT SECTION

Proposed Safety Issue

No Yes

Proposed Complaint

No Yes

Complaint Type *

HELP PROPOSED COMPLAINT:

The following questions are intended to help decide if the issue is to be considered a customer complaint.

- Have you been reported of customer dissatisfaction about Esaote products or services?
- More than one call on the same issue (same device)
- Was the issue related to a DOA? Did the failure problem happen during the opening of the boxes or during the installation?
- Has the customer's issue to be escalated to QA because usual cooperation between Local Service and Central Service is not able to figure out how to solve it?

In case of doubt the Local Service is requested to select "Proposed Complaint" Yes.

Initially the field Proposed Complaint is set to "No" with the complaint Type Field hidden by default. If the distributor sets Proposed Complaint to "Yes" then will appear on the left side like shown in the image. The values admitted from the list are: "DOA", "Shipment Problem", "Performance" or "Service Escalation".

Of course if the user will set Proposed Complaint to "No" the Complaint Type Field will disappear.

Case Creation from the Portal (5)

Complaint Section



COMPLAINT SECTION

Proposed Safety Issue ⓘ

No Yes



Proposed Complaint ⓘ

No Yes

HELP PROPOSED SAFETY ISSUE:

Any malfunction or deterioration in the characteristics and/or performance of a device, as well as any inadequacy in the labeling or the instructions for use which, directly or indirectly, might lead to or might have led to the death or serious harm to the health of a patient, or user, or of other persons or to a deterioration in their state of health. Or that likelihood of reoccurrence lead to or might have led to the death or serious harm to the health of a patient, or user, or of other persons or to a deterioration in their state of health.

The following questions are intended to help determine if the issue is to be considered causing harm or potential harm:

- Did the patient or user need medical intervention?
- Have you been informed that the patient might have needed medical intervention if other favourable conditions haven't occurred?
- Did the patient or user experience or might have experienced electric shock?
- Did the system produce spark, fire, smoke?
- Did the surface temperature of any applied part (probe, coil, ECG electrode) raise too high?
- Was any possible misdiagnosis reported (incoherent measurement or report, missing patient data, mixed patient data)?
- Was any system labeling or instruction reported as misleading, wrong or missing information?
- Did any part of the system produce pollution to the environment?

In case of doubt, is requested to mark as Proposed Safety Issue

If the Proposed Safety issue is set to "Yes", Proposed Complaint field will be set automatically to "Yes" and any kind of modifications will be blocked until the Safety Issue remains set to "Yes". The only possibility to change the Proposed Complaint Value, then, is to reset the Proposed Safety Issue Value to "No".

Case Creation from the Portal (6)

Attach a file to the case

Submit

To add attachments, after you Submit press **Add Comment/Attachment**

RAD engineer reported anomaly when scanning with knee coil.

Fat stir, im 5/24: moon shaped artifact on L side

Customer Asset (main unit)	Product
IT005803-1084	O-SCAN RM 0.31T SYSTEM
Product Serial Number	Software Version
8483	1.2

Timeline

Add Comment/Attachment

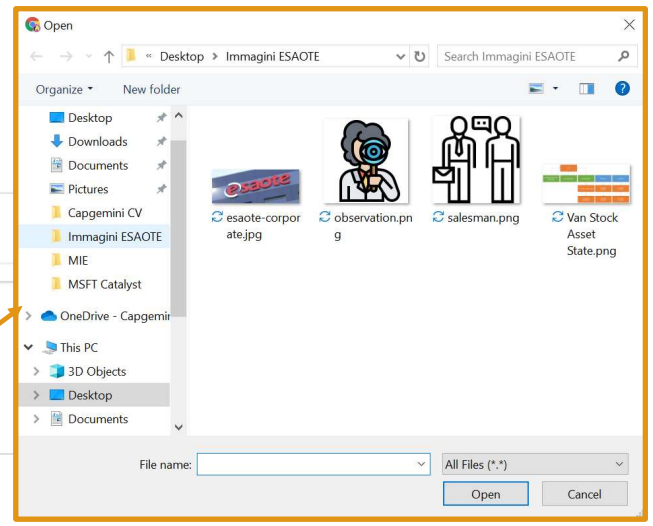
Add a Comment

Comment

Attach a file **Sfoglea...** Nessun file selezionato.

File	Size
------	------

Submit Cancel



After pressing Submit button, to attachThe Distributor will click on Add Comment/Attachment (at the bottom of the page) and he/she will add comment and/or choose the file to upload (between the ones in local), so the User will be able to insert an attachment to the Case (max 100 MB).

Case Management Process



Case Monitoring from the Portal



Home > Support

Support

Web - Open Cases ▾

Search

Case Number	Case Title	Subject	Contact	Customer Asset (main unit)	Product	Product Serial Number	Status Reason	Created On ↓
CAS-83727-C1Y9	Portal Case - Test 2	Generic info request	Marina MuscatoEsaote		E-Scan		Open	1/5/2021 10:37 AM
CAS-83725-H3G6	Portal Case - Test	Application support	Marina MuscatoEsaote		E-Scan	1111	Open	1/4/2021 5:59 PM

The screenshot shows the details of a support case titled "Portal Case - Test 2". The case is in "Open" status and was created on 1/5/2021 at 10:37 AM. The subject is "Generic info request" and the contact is Marina MuscatoEsaote. The product is "E-Scan". The description field contains the text "test". The timeline shows three entries: "TEST" (1/5/2021 10:37 AM), "test note" (1/5/2021 10:38 AM), and "test note 2" (1/5/2021 10:38 AM). The "test note" entry includes an attached file named "esate_login.png" (142.13 KB). The "test note 2" entry includes an attached file named "allegato.txt" (4 bytes). At the bottom, there is an "Attach a file" section with a "Choose Files" button and a "No file chosen" message. The bottom navigation bar includes "Update", "Close case", and "Cancel case" buttons.

Opening the *Support* page, the Distributor will be able also to check the status of the previous opened Case or if the Corporate User has inserted some notes to the Case.

Case Resolution (1)

Email to the Distributor to confirm the Case Resolution

Case Status Reason
Problem Solved



Confirm Case resolution

Dear Marina Muscato,

the support request CAS-129112-H0T7 has been resolved. Please take a moment to confirm the resolution and provide precious feedbacks to improve our support service.

Approve
Reject

Or copy paste the URL below into your internet browser.

<https://ecv.microsoft.com/KoZca1IUd3>

The Distributor will click on Approve/Reject button in the received email, so he/she will be redirected into the Confirmation Case resolution link (as shown in the next slide).

Case Resolution (2)

Confirm Case Resolution link

Case Status Reason
Problem Solved



Confirm Case resolution

* Required

1. *

Approve

Reject

2. Please rate the quality of the assistance received

☆☆☆☆☆

3. Please rate the speed in taking in charge your request

☆☆☆☆☆

4. Optional comments

Enter your answer

The Distributor will be redirected into the Confirmation Case resolution form, where he/she will select *Approve* or *Reject* and continues filling in the survey answering to the questions and then, clicking on *Send*.

Case Resolution (3)

Approval for the Resolution of the Case

Case CAS-129112-H0T7



Marina Muscato <m.muscato-capgemini@esaote.com>

To Muscato, Marina

This message was sent with Low importance.

Reply Reply All Forward ...

lunedì 14/12/2020 20:04

Case Status Reason
Problem Solved → Closed



Dear Marina Muscato,
this is an automatic notification to inform you that the Case CAS-129112-H0T7 has been closed.

Regrds,
Esaote support team

Do not reply to this message, the mailbox isn't monitored.

The screenshot shows the Esaote case management interface. At the top, there are navigation options: New, Reactivate Case, Apply Routing Rule, Add to Queue, Generate Template, and Queue Item Details. Below this, a status bar indicates 'Read-only This record's status: Resolved'. The main header shows the case name 'test US', the owner 'Marina Muscato', and the creation date '12/15/2020 2:15 PM'. A dropdown menu for 'Status Reason' is open, showing 'Closed' as the selected option. The 'General' tab is active, displaying fields for Title ('test US'), Service (a link to 'This Corporate teams table contains 11 Team records.'), Contact ('Marina Muscato'), and Subject ('Assistenza Tecnica'). A 'Timeline' section is also visible, containing a note from Marina Muscato dated 12/15/2020 2:27 PM, with a 'Closed' status indicator.

The Distributor after having selected Approve, will continue filling in the survey and after having answered to all the questions, he/she will click on *Send*.

n.b. The Case Status will be *Closed*

Case Resolution (4)

Rejection of the Resolution of the Case

Case Status Reason
Problem Solved → Open



Confirm Case resolution

* Obbligatoria

1. *

Approve

Reject

2. Please rate the quality of the assistance received



3. Please rate the speed in taking in charge your request



4. Optional comments

Inserisci la risposta

Invia

The screenshot shows a case management interface for a case titled "test case FL". The case is owned by Marina Muscato and was created on 12/15/2020 at 3:18 PM. The status is "Open" with the reason "Status Reason". The case details include: Service Customer: KOSMED Sp.z.o.o., Contact: Marina Muscato, Subject: Assistenza Tecnica, and Fault Date: 12/13/2020. The timeline shows an email from Marina Muscato with the status "Closed" at 3:50 PM.

The Distributor after having selected *Reject* in the email, will be redirected into the Confirmation Case resolution link, where he/she will select *Reject* (1), will answer to the questions (2) and then, will click on *Send* (3);
n.b. The Case will change in status *Open* (4) and in the Timeline in the case (5) will be shown all the emails

Case Resolution (5)

Email Notification of automatic closure after 15 days

Case Status Reason
Customer Response → Closed



Case CAS-129134-R2P6



Marina Muscato <m.muscato-capgemini@esaote.com>

To Muscato, Marina

This message was sent with Low importance.



martedì 15/12/2020 15:02

Dear Marina Muscato,
this is an automatic notification to inform you that the Case CAS-129134-R2P6 has been closed.

Regrds,
Esaote support team

Do not reply to this message, the mailbox isn't monitored.

If the Distributor does not answer to the further information request sent from the Corporate User, after 15 days the Case will be automatically closed.

n.b. After 15 days from the information request, the Case status will be changed automatically in Closed

RMA Creation



RMA Creation from the Portal (1)



Home > Support - My RMAs

Support - My RMAs

Search

TR Number	Customer	Rma Type Request	Main Unit - Product	Main Unit - Serial Number	Part - Product	Part - Serial Number	Warranty	Status Reason	Contact	Created On
TR-000025	MIDEAS D.O.O.	Replacement	O-SCAN RM 0.31T SYSTEM	8483	Probe TRT33	222	Yes	Approved	Barbara Bellini	6/16/2021 6:27 AM

Home > Support - My RMAs > Open a RMA

Open a RMA

General

Customer: MIDEAS D.O.O. Contact: test25 test25

Info

Rma Type Request *

Main Unit - Customer Asset Main Unit - Product

Main Unit - Serial Number Software Version

Part - Product Part - Serial Number

Warranty Request Warranty Note

Symptom Frequency

System Error Message

Magnetic Frequency (for RX/TX Coils)

External Reference

Logistic Notes

Complaint No Yes

Once the Distributor has logged in, he/she will be able to open a new RMA, clicking on *RMAs* or in the button *Open a RMA* (pict 1) and then, *Open a RMA*. The Distributor will fill in all the mandatory fields (the ones with the *) and all the necessary ones.



RMA Creation from the Portal (2)

Rma Type Request *

Fast Replacement (with surcharge)

Replacement

Fast Replacement (with surcharge)

Repair

Frequency Adjustment

Main Unit - Customer Asset
Del. 0080090368 Pos. 10-1 [x] [Q]

Main Unit - Product
MyLabDeltaVET [Q]

Main Unit - Serial Number
707

Software Version
[Q]

Part - Product
[Q]

Part - Serial Number
[Q]

First of all the distributor have to choose the Type of Request, after that the main unit or/and the part. If the Distributor knows the Customer Asset to be inserted, he/she can select the Customer Asset (main unit) between the ones related to the Distributor's Account, once the User will click on the Customer Asset field, the lookup record window will be opened and will be shown all the Customer Assets related to the Distributor's Account. He/She will be able to select one of the Customer Assets' views in which results will be filtered according to the Product Hierarchy (MRI, US or XRay). The User will be able to search the Customer Asset also inserting the related Serial Number in the search bar.



RMA Creation from the Portal (3)

Warranty Request

Warranty Note

Symptom

Frequency

System Error Message

Long Description *

Magnetic Frequency (for RX/TX Coils)

External Reference

Logisitic Notes

The Distributor has to fill all the mandatory fields, and all the information he/she needs.

RMA Creation from the Portal (4)

Complaint Section



Lookup records



Complaint
 No Yes

WHD Case *

<input type="checkbox"/>	CAS-148411-T7H8	MyLabAlpha - main screen not working	Mitja Dobovičnik	MyLabOmega	300470	2/25/2021 3:09 PM
<input type="checkbox"/>	CAS-148436-D3S6	MyLab70 X Vision - P.O. argosesia	Barbara Bellini	MOD.6150 X Vision APPARATO US	3412	3/16/2021 10:47 AM
<input type="checkbox"/>	CAS-148411-T7H8	MyLabClass C - Clinica Vet. San Giorgio	Davide Romanelli	MyLabClass C US SYSTEM	3393	3/8/2021 12:22 PM
<input type="checkbox"/>	CAS-148436-D3S6	MyLabTwice - Istituto Pratese	Barbara Bellini	Model 6200 - Basic unit	9725	3/15/2021 11:11 AM
<input type="checkbox"/>	CAS-148412-W2M1	nuovo test capa	Barbara Bellini	""MyLab 70 - BASIC US System """"6150"	123	3/8/2021 1:52 PM

< 1 2 >

The distributor has the possibility to declare that this request has a previously WHD complaint request, he/she needs to fill Complaint Yes and choose the WHD Case.

RMA Creation (5)



Upload Artifacts on Image [X] [Q]

System Error Message

Magnetic Frequency (for RX/TX Coils)

External Reference

Logistic Notes

Complaint
 No Yes

WHD Case *
 [X] [Q]

Submit

To add attachments, after you Submit press **Add Comment/Attachment**

After all the fields are filled, the Distributor can Submit the RMA to corporate dpt. He/she needs to press the Submit button. The rma will be in open Status

Order Creation



Order Creation



Home > Support - My Orders

Support - My Orders

Search

Name	Created On ↓	Order Number	Order Type	Delivery Priority	Product Type	Total Amount	
ORD-139935-Q2Q2	11/25/2021 6:55 PM		Z005 - Selling	Standard Shipment	Spare Parts	€0.00	▾

Once the Distributor has logged in, he/she will be able to open a new Order, clicking on *Orders* or in the *button Open an Order* and then, *Open a RMA*. The Distributor will fill in all the mandatory fields (the ones with the ***) and all the necessary ones.

Order Creation



Customer Service - Create Order

ACCOUNT

Customer (Sold To)

WEGA - MIPOS

Customer (Ship To) *

WEGA - MIPOS - Jarosova 736 ▾

Different place of Delivery

Product Type *

Currency *

euro

Your Reference *

Your Reference Date



Payment Note

SHIPPING INFORMATION

Delivery Priority

For the fast replacement a surcharge will be applied

The Distributor has to fill all the mandatory fields, and all the information he/she needs, after that he/she have to press button next, to insert the parts to order.



Customer Service - Edit Order

ACCOUNT

Customer (Sold To)

WEGA - MIPOS

Customer (Ship To) *

WEGA - MIPOS - Jarosova 736 ▾

Different place of Delivery

Order ID *

ORD-139935-Q2Q2

Order Number

—

Product Type *

Spare Parts

Currency *

PRODUCTS

Create New Order Line

Material

Code (Existing Product)	Product Name	Price Per Unit	Quantity	Extended Amount
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There are no records to display.

Detail Amount

€0.00

Total Amount

€0.00

To order a spare parts the distributor has to create an order line pressing "Create New Order Line" button.

Order Creation

Create ×

Product

9630028000 ECG CABLE(EURO standard) ▾

9501282000 UPDIFF UNIT

9501285000 SSM UNIT

9501353000 734X TGC Board

9501354000 7340 BATTERY BRIDGE

9501355000S 734X MOTHER board

9501357010 734X DVD/RW SATA BRIDGE

9501361211 7341 PROCESSORS III+HDD

9501365100 7350 PC BOARD III + HDD

9501366010 "7350" PROCESSORS III BOARD

9501369100 7410/6420 back end board

9501424030 FE 7400 - 6400

9501445000 PCBA KC Keyboard Control 62XX

Pri 9501446000 PCBA KB Encoder panel 62XX

9501451000 TRACKBALL SWITCHES 7400

9501487000 FE-Probe Adapter LINK 6400

9501488000 6400 Connection Bridge BOARD

9501490000 6400 BATTERY BRIDGE

9501494000 6400 TRACKBALL SWITCHES

9610056001 CT/MR SKIN MARKERS BOX (30 PZ)

9630028000 ECG CABLE(EURO standard) IEC 3 leads

1 73.442



To create an order line, first of all you have to choose the product, click inside product and start to write the product number, the list will scroll down till your product.

Order Creation



Product
9630028000 ECG CABLE(EURO standard) ▾

Quantity *
5

Service Note

General Discount (%)
10

Pricing

Price Per Unit 108.0000	Total General Discount 54
General Discount per Unit 10.8	Total Special Discount 5
Special Discount per Unit 1	Total Discount 59
<small>Completare questo campo</small> Extended Amount per Unit 96.2	Extended Amount 481

Confirm Order Line

Fill in the quantity to order, and a Special Discount if applicable. Then press the button Confirm Order Line. When you finish to insert all the spare parts to order, press the button Submit to Esaote to send the order to Esaote.