

NXP ONLINE TECHNICAL SUPPORT

GENERAL INTRODUCTION TO SFDC TICKET SYSTEM

IVA DORAZINOVA



SECURE CONNECTIONS
FOR A SMARTER WORLD

Content

- General instructions how to use the ticket system i.e. the web access to create cases in the NXP SFDC

Naming conventions

The NXP ticket system is based on Salesforce.com (SFDC).

This package addresses the outside world (distributors) and uses “Folders” and “Tickets” as industry terms and avoiding specific SFDC terminology if possible.

Therefore these names are used

- **TIC** – Technical Information Center, the team running the online support and communities
- **Ticket** – the name for the process to get online support
- **Folder** – a project at a customer which needs support
 - Folders were created to solve multiple needs: grouping, collaboration, auto-routing, hour tracking
- **Case** – a support question to the TIC team
 - Cases are grouped in Folders to keep history or 360° view
 - Cases can only be generated in an existing Folder

USING THE TICKET SYSTEM

Login to the Online Ticket System

- Login through direct link (pls. bookmark)
 - <http://nxpcommunity.force.com/community>
- or
- Login through NXP website (<http://www.nxp.com/support>)

The screenshot shows the NXP website's support page. Three callout boxes provide details for the main support options:

- Technical Communities (Orange callout):** For: Technical QuestionQs
Who: DFAEs, Customers
When: can't be shared publicly
- Support Requests (Blue callout):** For: Technical Questions
Who: Customers
When: non-confidential technical issues, how-to
- Chat (Green callout):** For: Generic non-technical questions
Who: Anyone

A red box labeled "Click here" points to the "Go to Tickets" link under the Support Requests section.

Technical Communities
Thousands of deep technical questions with answers from NXP support.
[Go to Communities >](#)

Support Requests
Reach NXP support through private tickets when you can't ask in the public communities.
[Go to Tickets](#)

Chat
Chat with us, if your question does not require an engineer to answer.
[Live Chat: Online Now](#)

Additional Support

- CodeWarrior Licensing FAQs
- Documentation
- NXP Professional Services
- Video Vault
- Development Tools
- NXP Engineering Consultants
- Report Product Security Vulnerabilities

Login Credentials

- NXP support tickets area now uses your www.nxp.com email and password. Logon to www.nxp.com to see existing tickets.
- Use your www.nxp.com login
 - or request password if you forget yours
 - or Register as new user



NXP > Sign In or Register

Sign in

Email Address

Password

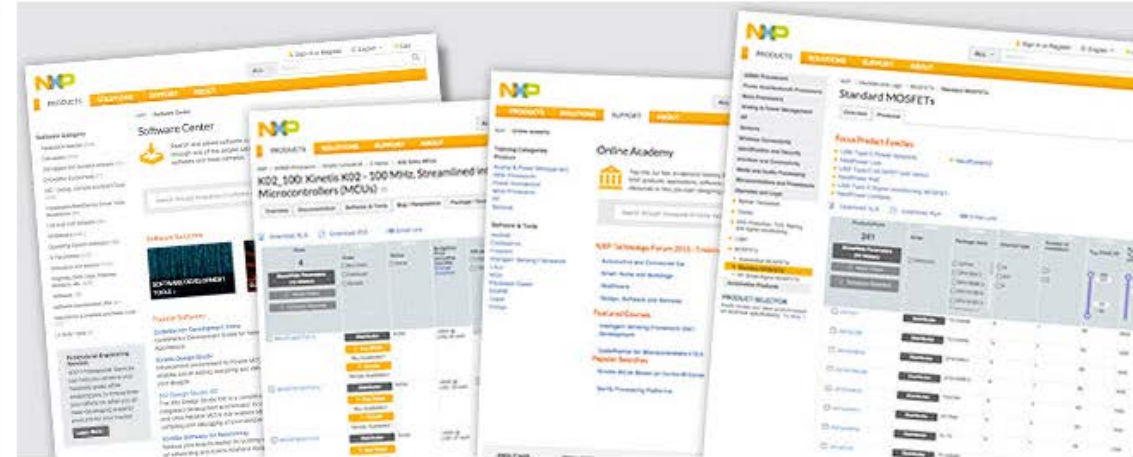
Remember me ⓘ

Sign in

[Forgot your password?](#)

Not yet registered?
Start here to become a new member

Register



Why register?

Get easy access to all your embedded design needs when you register on nxp.com:

- Download software and tools
- Order product samples
- Get technical help
- Access on-demand training and register for live courses
- Receive weekly Design News to stay up-to-date—particularly with errata and new documentation
- Track your browsing history for easy access to previously viewed items
- **System Update:** NXP support tickets area now uses your www.nxp.com email and password. Logon to www.nxp.com to see existing tickets. If you don't have an account, [register here](#).

Please be aware:

- The web login is used for cases, starting 8th March 2017
- Cases entered prior to this date, are visible only if the email address used here is the same as previously used for the ticket system login

Still having trouble logging in?

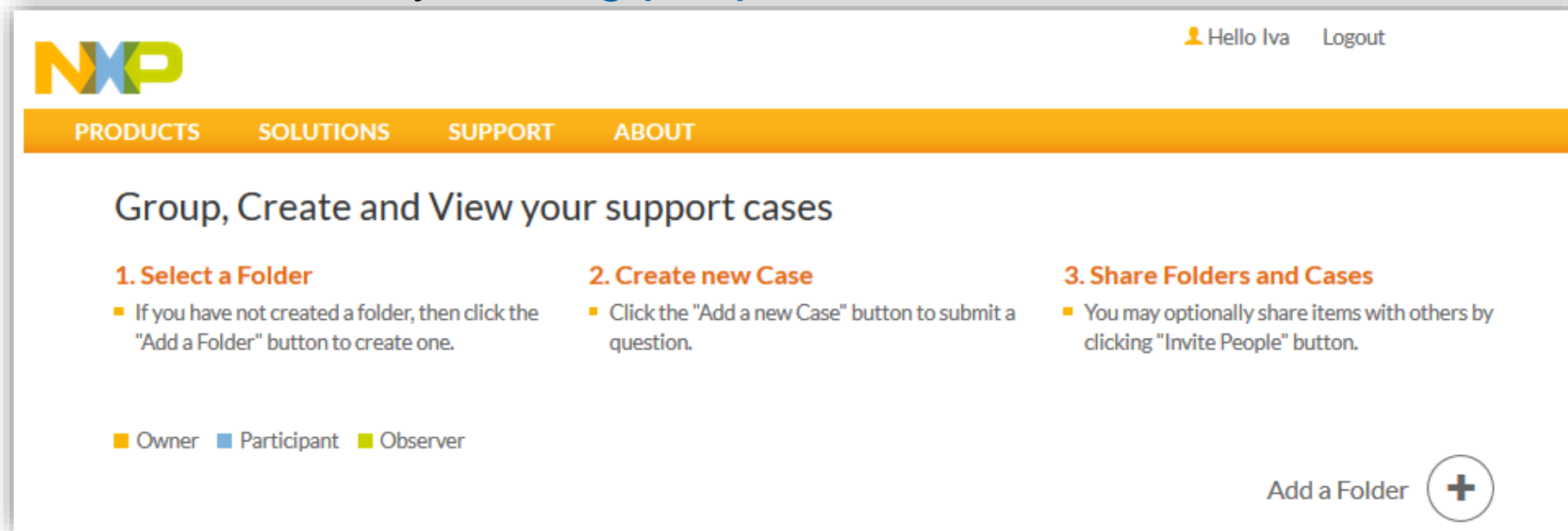
If this is your first login, you will be required to review and agree to the Access Agreement before access is granted. By clicking "Register" you signify your ACCEPTANCE OF THE TERMS contained in the Access Agreement.



Decide on your option

Once you are logged in you can:

- View status or details of existing **Folders** (projects) and **Cases** (questions)
- **Add a new Folder** (project)
- **Add a new Case** (question) to an existing folder
- Build virtual teams by **inviting people** to Folders or Cases



The screenshot displays the NXP user interface. At the top right, it shows a user profile icon, the text "Hello Iva", and a "Logout" link. Below this is a navigation bar with the following menu items: PRODUCTS, SOLUTIONS, SUPPORT, and ABOUT. The main heading reads "Group, Create and View your support cases".

There are three numbered steps:

- 1. Select a Folder**
 - If you have not created a folder, then click the "Add a Folder" button to create one.
- 2. Create new Case**
 - Click the "Add a new Case" button to submit a question.
- 3. Share Folders and Cases**
 - You may optionally share items with others by clicking "Invite People" button.

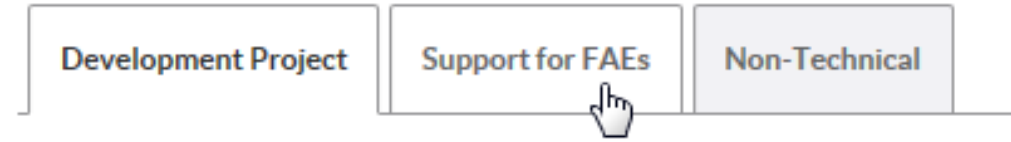
At the bottom left, there is a legend for roles: Owner (represented by a yellow square), Participant (represented by a blue square), and Observer (represented by a green square).

At the bottom right, there is a button labeled "Add a Folder" next to a circular icon containing a plus sign (+).

Add a Folder (aka Project)

There are three kind of Folders

- **Development Project**
 - that is the general purpose option for customers
 - Bronze and Silver service tier!
- **Support for FAEs**
 - Option for NXP and distribution FAEs
 - Silver and Gold service tier!
- **Non-Technical**
 - Other stuff like *Where to buy, Career, Media contacts* etc.



Add a Folder – Development Project

- Note: FAEs and DFAEs should not use this option

Hello Engineer Iva Logout



PRODUCTS SOLUTIONS SUPPORT ABOUT

Development Project

Support for FAEs

Non-Technical

Create a context folder of this type to group your technical questions per development project. Help us understanding the application and business background by filling the form below.

IMPORTANT: This only groups your questions
Questions are submitted in the NEXT step (--> "Add a new case")

Folder Name*



Folder Name

Project Details

Project Stage*



--None--



End Application Type*



--None--



Project Annual Volume*



--None--



End Application Name*



Next step

Cancel



Add a Folder – Support for FAEs

Hello Engineer Iva Logout



PRODUCTS SOLUTIONS SUPPORT ABOUT

Development Project

Support for FAEs

Non-Technical

This context type is for NXP and Distributor technical field personnel to allow specific services. Please create a separate context for each customer project you request support on. A NXP design registration code or project ID is needed.

IMPORTANT: This only groups your questions
Questions are submitted in the NEXT step (--> "Add a new case")

Folder Name*



Project Details

Project Stage*



Project Annual Volume*



End Application Type*



End Application Name*



For Distributors/Partners

Project End Customer Name*



Project NXP Design Registration



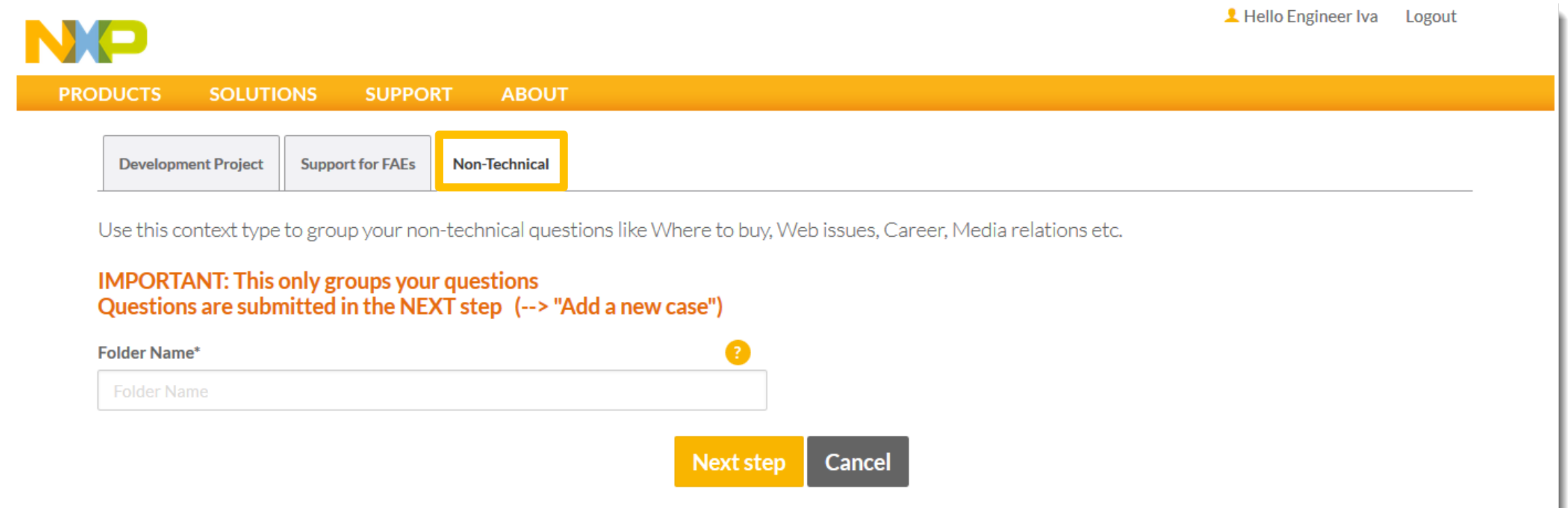
Next step

Cancel



Add a Folder – Non-Technical

- Option for non-technical question only



The screenshot shows the NXP support portal interface. At the top right, there is a user profile 'Hello Engineer Iva' and a 'Logout' link. Below the navigation bar (PRODUCTS, SOLUTIONS, SUPPORT, ABOUT), three tabs are visible: 'Development Project', 'Support for FAEs', and 'Non-Technical', with the latter being highlighted. A text block explains that this context type is for non-technical questions. An important note states that questions are submitted in the next step. A form field for 'Folder Name*' is present with a help icon, and 'Next step' and 'Cancel' buttons are at the bottom.


NXP Hello Engineer Iva Logout

PRODUCTS SOLUTIONS SUPPORT ABOUT

Development Project Support for FAEs **Non-Technical**

Use this context type to group your non-technical questions like Where to buy, Web issues, Career, Media relations etc.

IMPORTANT: This only groups your questions
Questions are submitted in the NEXT step (--> "Add a new case")

Folder Name* 

Folder Name

Next step Cancel

Add a Folder - Example

- Complete all required fields
- If *Project NXP Design Registration* is not known yet enter „-“
- A confirmation email will be send when form is submitted

NXP Hello Engineer Iva Logout

PRODUCTS SOLUTIONS SUPPORT ABOUT

Development Project Support for FAEs Non-Technical

This context type is for NXP and Distributor technical field personnel to allow specific services. Please create a separate context for each customer project you request support on. A NXP design registration code or project ID is needed.

IMPORTANT: This only groups your questions
Questions are submitted in the NEXT step (--> "Add a new case")

Folder Name* ?
Test Folder

Project Details

Project Stage* ? In Development

Project Annual Volume* ? Not Applicable

End Application Type* ? Other

End Application Name* ? Disti Test

For Distributors/Partners

Project End Customer Name* ? Distributor

Project NXP Design Registration ? 0123456

Next step Cancel

Add a Case (aka Question) to a Folder (aka Project)

- In the folder box click »+ Add a new case« to ask a technical question
- A confirmation email will be send when form is submitted

The screenshot displays the NXP support portal interface. At the top, the NXP logo is on the left, and the user's name 'Hello Engineer Iva' and 'Logout' link are on the right. Below this is a navigation bar with 'PRODUCTS', 'SOLUTIONS', 'SUPPORT', and 'ABOUT' links. The main content area is titled 'Group, Create and View your support cases' and contains three numbered steps: 1. Select a Folder, 2. Create new Case, and 3. Share Folders and Cases. Below the steps are three colored squares representing roles: Owner (yellow), Participant (blue), and Observer (green). To the right, there is an 'Add a Folder' button with a plus sign icon. Below that is a search bar. The main focus is a folder card titled 'Test Folder' with an 'Edit' link and a 'Show invitees' dropdown. The folder's 'Reference Id: TestFold617436' is displayed. At the bottom of the folder card, there are two buttons: '+ Add a new case' (highlighted with a red circle) and '+ Invite people'. An upward-pointing arrow icon is also visible at the bottom right of the folder card.

Completing the form

- Complete all required fields
- A confirmation email will be send when form is submitted

NXP Hello Engineer Iva Logout

PRODUCTS SOLUTIONS SUPPORT ABOUT

New Case

Please help shortening the overall resolution time by providing all relevant information needed to analyze your issue.

Case Additional Information

(*) Required Fields

Priority*
Low

Topic*
Documentation

Sub Topic
--None--

Product Level 1*
--None--

Product Level 2
--None--

Product Level 3
--None--

Part Number / Device Family (Recommended Field)

Case summary

- After submitting your question the Case summary is shown
- Click »[Back to Case List](#)«



Case 00143119

Case Information

Case Number	00143119	Context Name	Test Folder
Status	New	Priority	Low
Date/Time Opened	Mon Dec 04 12:18:14 GMT 2017	Date/Time Closed	

Case Description

Subject
TIC Test

Description
Hello Team, This is the test question, please close the ticket. Thank you, Iva

Case Additional Information

Topic	Documentation	Product Level 1	Audio and Media Processing
Sub Topic		Product Level 2	
Part Number / Device Family (Recommended Field)		Product Level 3	

Case:00143119:TIC Test



[← Back to Case List](#)



Your support summary page and confirmation emails

To further feedback to your Case you can:

- Login and select the Case
- Just reply to the email

NXP Hello Engineer Iva Logout

PRODUCTS SOLUTIONS SUPPORT ABOUT

Group, Create and View your support cases

- 1. Select a Folder**
 - If you have not created a folder, then click the "Add a Folder" button to create one.
- 2. Create new Case**
 - Click the "Add a new Case" button to submit a question.
- 3. Share Folders and Cases**
 - You may optionally share items with others by clicking "Invite People" button.

Owner Participant Observer

Add a Folder +

Search...

Test Folder Show invitees ▾

Reference Id: **TestFold617436**

+ Add a new case + Invite people

Case 00143119

Subject	Status	Date Created
TIC Test	Close	Mon Dec 04 12:18:14 GMT 2017

Name	Subject	Date/Time
NXP Technical Support	Case:00143119:TIC Test	Today 1:18 PM
NXP Technical Support	NXP Support case #00143119: TIC Test	Today 1:18 PM
NXP Technical Support	New Folder created	Today 1:13 PM

Search option

- Search for the:
 - Case #
 - Folder Name
 - Keyword from Descrip./Subject

Search results can be sorted by:

- Case Number
- Folder Name
- Subject
- Status
- Date

The screenshot shows the NXP support portal interface. At the top right, there is a user profile 'Hello Engineer Iva' and a 'Logout' link. Below this is a navigation bar with 'PRODUCTS', 'SOLUTIONS', 'SUPPORT', and 'ABOUT'. The main heading is 'Group, Create and View your support cases'. There are three numbered steps: 1. Select a Folder, 2. Create new Case, and 3. Share Folders and Cases. Below these steps are three columns of instructions. A legend indicates 'Owner' (yellow), 'Participant' (blue), and 'Observer' (green). On the right, there is an 'Add a Folder' button with a plus sign. A red arrow points to a search input field labeled 'Search...'. Below this is a search result for 'Test Folder'. The result shows the reference ID 'TestFold617436', buttons for '+ Add a new case' and '+ Invite people', and a table of cases. The table has columns for 'Subject', 'Status', and 'Date Created'. The first row shows 'TIC Test' with status 'Close' and date 'Mon Dec 04 12:18:14 GMT 2017'.

1. Select a Folder

- If you have not created a folder, then click the "Add a Folder" button to create one.

2. Create new Case

- Click the "Add a new Case" button to submit a question.

3. Share Folders and Cases

- You may optionally share items with others by clicking "Invite People" button.

■ Owner ■ Participant ■ Observer

Add a Folder (+)

Search...

Test Folder Show invitees ▾

Reference Id: **TestFold617436**

+ Add a new case **+ Invite people**

Case 00143119

Subject	Status	Date Created
TIC Test	Close	Mon Dec 04 12:18:14 GMT 2017

INVITING PEOPLE

Inviting People to Folders (aka Projects)

The Ticket system has a powerful feature by inviting people to a Folder
You can add people as [Participants](#) or [Observers](#)



- [Participants and Observers](#)

- are automatically notified about new cases created, including the description of the case.
- are automatically suggested to our support team to be kept on copy of emails

- [Participants](#)

- get access to a folder and can see everything within **this** folder: all cases and the related communication.
- can also submit new cases, like the folder owner

- [Observers](#)

- get view-only access to a folder and can see everything within **this** folder: all cases and the related communication.
- **cannot** submit new cases, this is reserved for the context owner and participants



Invitees can see the name of attachments in the related communication but cannot open due to security restrictions

Inviting People to Folders (aka Projects)

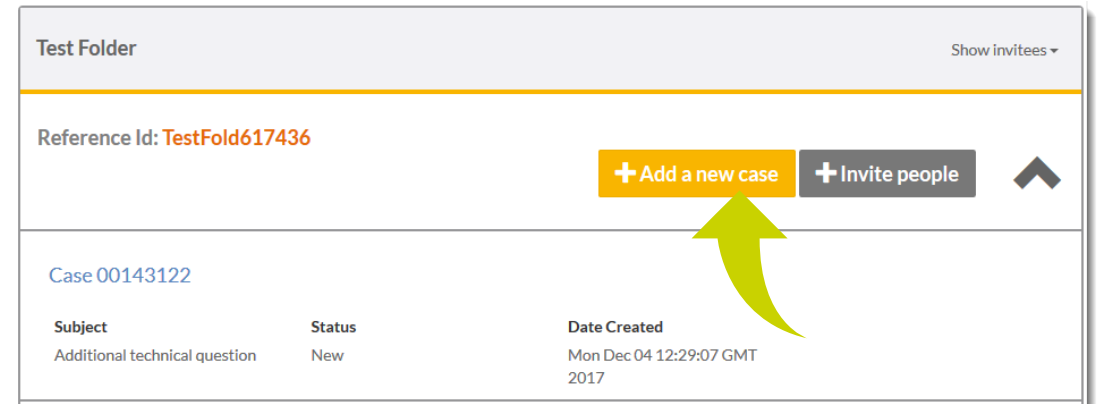
- Click »**Invite people**« in the Folder box

- Decide on the role of the individuals and enter their details

- Click »**Add Invitees**« when done


Add Invitees

- Invitees get an email to accept invite



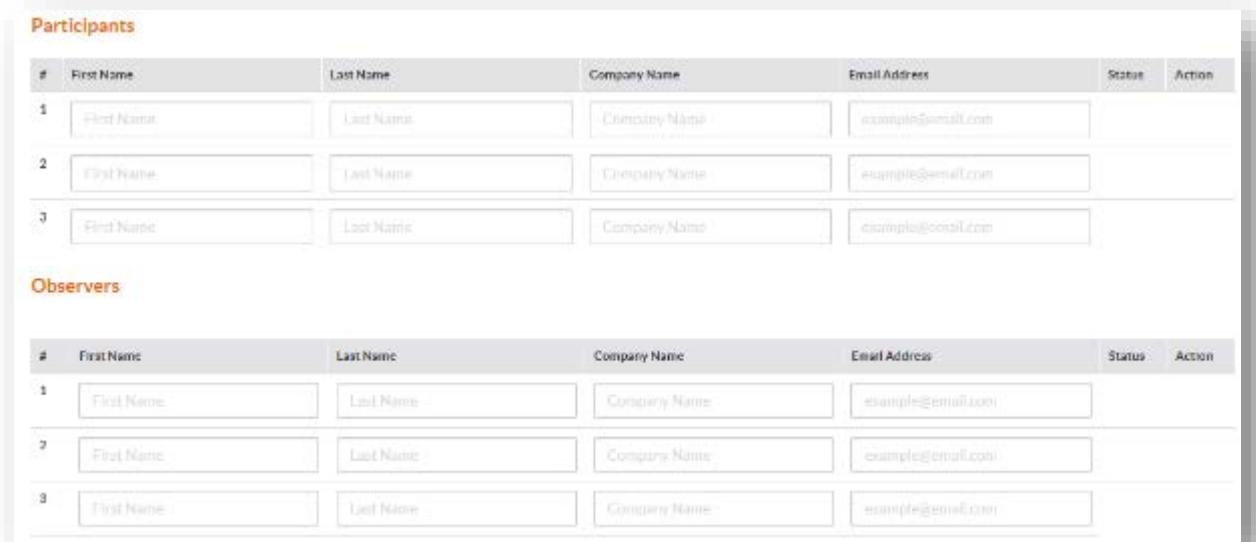
Test Folder Show invitees ▾

Reference Id: **TestFold617436**

+ Add a new case **+ Invite people** 

Case 00143122

Subject	Status	Date Created
Additional technical question	New	Mon Dec 04 12:29:07 GMT 2017



Participants

#	First Name	Last Name	Company Name	Email Address	Status	Action
1	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Company Name"/>	<input type="text" value="example@email.com"/>		
2	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Company Name"/>	<input type="text" value="example@email.com"/>		
3	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Company Name"/>	<input type="text" value="example@email.com"/>		

Observers

#	First Name	Last Name	Company Name	Email Address	Status	Action
1	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Company Name"/>	<input type="text" value="example@email.com"/>		
2	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Company Name"/>	<input type="text" value="example@email.com"/>		
3	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Company Name"/>	<input type="text" value="example@email.com"/>		



SECURE CONNECTIONS
FOR A SMARTER WORLD