



BURROUGHS
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e-Access System Overview & User Guide

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eAccess Portal Overview and Features

Burroughs provides a web-based customer portal (eAccess) to allow for secure online customer access to service information. eAccess is available to all customers who have active service agreements with Burroughs.

The eAccess website address is <https://eaccess.burroughs.com>. Login credentials are provided as needed and may be requested by contacting your Burroughs, Inc. Account Manager or by calling 1-800-BURROUGHS (800-287-7684) for Customer Support.

In addition to providing customers with a real-time and secure view of active service requests, the Portal also provides customers with the ability to place new service requests, modify or cancel an existing service ticket, or request escalation of a service request. Some reporting data is also available, such as Summary and Detail, Service Call Activity and Contract Coverage information.

Summary Features List:

- Real-time access to service information.
- Integrated contract management information providing site and service-specific response time SLA requirements and service hours.
- Integrated support for automated technician assignment and call dispatch. Technician assignment, field-dispatch and call monitoring are integrated and happen automatically when new service requests are placed by customers from within eAccess.
- Comprehensive controls, detailed information display and real-time edit alerts are provided as a new service call request is being entered. For example, users are given an indication as to whether a service call is already open for a site or equipment as well as the detail on the last service call at the site including drill-down capabilities.
- Flexibility to allow various levels of access on a user-by-user basis including service-call creation, call modification / cancellation and report access.
- Ability to view historical call detail for up to 99 days online and also view historical activity (via reporting) for an unlimited amount of time.

Site Security and Access Control:

The eAccess site utilizes server-enforced 128-bit SSL-based encryption for all activity. This encryption ensures that all communication between the website and the remote client is digitally encrypted to ensure the security of information.

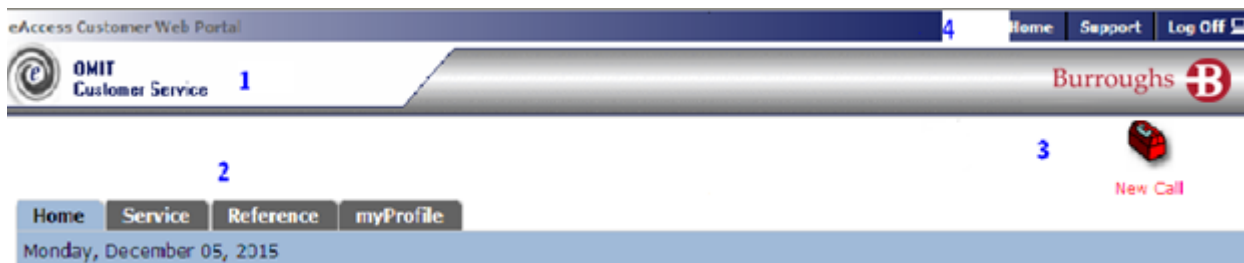
Customers must be setup by Burroughs in order to have access to their account information. Each customer may designate one or multiple individuals (contacts) for online access. For each contact that is setup with account access, the following security levels can be applied:

1. **Basic User.**
Permissions allow a user to view summary and detail call information in a read-only manner.
2. **Call Creation.**
An additional / optional right which allows a user to create new service calls.
3. **Call Modify / Cancellation.**
An additional / optional right which allows a user to modify or cancel an existing open call.
4. **Report Access.**
An additional / optional permission which enables access to the "Reports" tab. The user may view and run online reports on service calls and equipment.

For added online security, each session is monitored for activity. If a logged-in user remains inactive for 15-minutes or longer, their session will automatically timeout and the user will be required to re-authenticate in order to continue working within the system.

Site Navigation Overview:

The eAccess site is setup in a tab-oriented display. The following image provides a reference for general navigation:



1. **Customer Logo / Name Section:**
This customer's name and the name of the contact/user that is currently logged into the site displays when logged in.
2. **Navigation Tabs:**
These tabs are used for site navigation.
 - a. **Home:**
General home landing page.
 - b. **Service:**
Service management page. This page displays open and closed call details.
 - c. **Reference:** (a hidden tab only displayed if the logged-on user has appropriate rights)
Site reference and reporting page. This page provides access to online service call reporting and site reference documents.
 - d. **myProfile:**
Site profile/user configuration page. This page allows the user to change their password.
3. **New Call Icon:**
This icon, if it exists, allows the user to create a new service call request online.
4. **Header Navigation:**
This section is used to provide quick-links to the main / home page and support information. It also provides a Log In / Log Off button to show the users' current status.

Service Call Overview and Processing Lifecycle:

To monitor service call activity online, it is helpful to understand how Burroughs processes service requests. Each service request generates a single service call and at least one appointment. Service calls are identified using a unique numeric identifier. Call identifiers incorporate the date that the request was generated along with a unique call number using the following format:

YYMMDD-NNNN.

Call Statuses:

A service call will always have one of two possible statuses:

OPEN:

This status indicates that a service request is open and pending completion of service.

COMPLETE:

This status indicates that a service request has been completed.

Appointments:

Every service call has one or more “appointments”. An appointment can be generally defined as a single scheduled instance when a technician is dispatched for service, arrives on-site and leaves the site. Typically there is a single appointment for each service call; however, some calls may have multiple appointments due to the fact that in some cases it is necessary to schedule follow-up visits to fully resolve a service issue. Some reasons for follow-up or additional appointments include;

1. Equipment or site is in-accessible upon first visit.
2. Parts need to be ordered or sourced from the customer.
3. Security issues prevent resolution of the problem on the initial visit (Alarm problems, etc).

Appointment Status Descriptions:

The following appointment statuses may be shown online when you review detailed appointment status or status-history information:

Appointment Status:	Description:
*OPEN	Date and time when the service call was created.
*PAGED	Date and time when the service call was paged to the field technician.
RE-ASSIGN	Indicates a different technician was assigned to the service call.
*ETA	Date and time that the technician expects to be on-site.
ONHOLD-ETA	(Same as ETA)
INROUTE	Date and time that the technician starts travel to the service call.
*ONSITE	Date and time the technician arrived onsite.
* COMPLETE	Date and time the service was completed.
*CANCEL	Date and time the service call/appointment request was cancelled. *Cancellations must be requested by the customer or authorized by the networking monitoring agent.

**Major statuses*

ESCALATED	Date and time of escalation. Escalations are automated and are triggered by either non-acknowledgement (lack of ETA) for a call or due to an ETA that is in excess of the contract response-time SLA for this site and service.
PAGING	Date and time the technician was manually paged from the call center. Paging status only shows up for dispatch generated messages. (Burroughs dispatch utilizes multiple methods for call escalations, all of which may not be indicated within the appointment detail).
NO-ONSITE	Displays a date and time that a call was escalated because an ETA date/time (plus 15 minutes) had passed without an ONSITE status or further service call update.
PART-ORDER	Date and time the technician placed a part order.
PART-HOLD	Date and time the Parts Department began sourcing the part.
PART-ETA	Date and time the part should be available to the technician.
PART-PAGE	Date and time the Parts Department was paged if necessary to obtain a part. (Not always necessary.)

Call Tracking – Timestamps and Metrics:

For any given service call request, each appointment is tracked at a detail level that includes date and time stamps for the following events;

1. Call Open
2. Technician Page
3. Technician INROUTE (when technician starts to travel to site)
4. Technician ETA (estimated time of arrival)
5. Technician ONSITE (when technician arrived at site)
6. Completion (when the service request was completed)

In addition to the above events, optional appointment events are also recorded and tracked as needed, including service escalations, manual pages (from the dispatch call center to the technician or a service manager), on-hold ETA statuses and appointment cancellations.

*All dates and times on both the service call and the appointment are shown in local device time (i.e.: the time zone in which the equipment resides).

Service Management:

Service Call Review:

QuickStep:

To review service calls, login to the web portal and select the "SERVICE" tab. From the service tab, you may select any of the calls listed and then click the blue call-number link in the left column.

The web portal allows you to view summary and detailed service call information through the "Service" tab. The initial view on the service tab provides summary information for all Open service calls including;

1. Service Call ID
2. Reference Call ID (customer call reference number)
3. Equipment ID
4. Call Type
5. Problem Type
6. Current Appointment Status

Any of the columns may be sorted (ascending or descending). Detailed information is available on by clicking on the service call in the left-most column.

Open calls are displayed on the summary screen by default, however, Completed calls may also be shown by selecting the "History Calls" or "All Calls" options from the drop-down list at the top of the screen. "History Calls" will show only Completed service calls for the number of days selected. "All Calls" will display all service calls in the past 99 days regardless of call status (Open or Completed).

Service Call Submission:

QuickStep:

To open a new service call, login to the web portal and select the "NEW CALL" icon at the top-right of your screen. (If the "New Call" icon does not show up, the user/account that you logged in with is not allowed to create new service requests.)

Overview:

Service call creation is a three-step process;

1. Select Equipment
2. Select a service task.
3. Enter problem information, notes, reference/tracking call information and submit the call.

Step-by-Step Instructions:

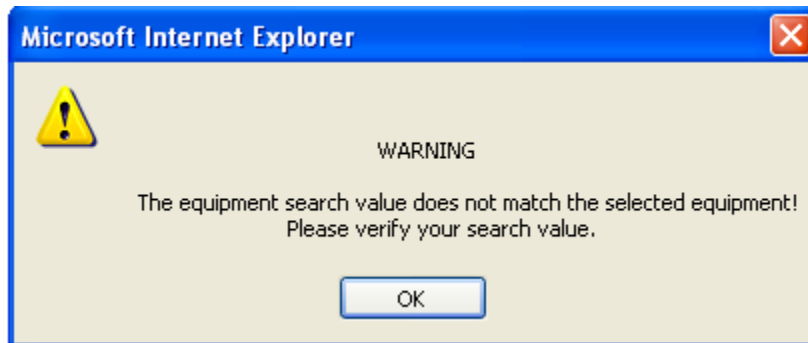
If you are logged into the web portal with an account that allows for new service call requests, you will see an icon near the top-right of your screen labeled "New Call". Clicking on this icon will load the form which is used to create a new service request.

Continue with the following directions to complete an online service request:

1. Select Equipment (Use the Equipment or ATM ID).
(*Required)
At the equipment selection screen, you may either select equipment from the pre-populated drop-down list or enter the equipment ID in the text/search field. As you enter equipment search-text, the equipment in the selection list is automatically filtered/selected based upon the text entered.

If you enter search-text that does not match equipment within the Burroughs system and then

click the submit button to process your request, you will be presented with a warning as follows:



This warning prevents a user from selecting incorrect equipment when submitting a service request.

Once you have made a valid equipment selection, click the “Submit” button to continue.

2. Select a Service Task.
(Required)

The service task is used to identify what type of service is being requested. The list of available service tasks will be dynamic and as a result may vary depending upon your individual contract parameters. Services shown may include: Stand-by service (SBY-also known as site/tech meet), First Line Maintenance (FLM), and Second Line Maintenance (SLM).

Once you make a service task selection from the drop-down list, your web page will automatically refresh and allow for entry of the remaining call information.

3. Select a Problem Type.
(Required)

Problem types are general in nature and are intended to designate the general problem area or nature for a service request. (Detailed information can be added to the problem description text field listed below.)

4. Enter a Brief Problem Description.
(Required – 15 character minimum)

The problem description field allows for free-form text entry in order to identify additional details of the problem or specific requests/parameters for the service request.

5. Enter a Reference Call Number.
(Optional)

If desired, you may enter an internal (customer-based) reference call number. This call/reference number will be displayed on the service call screen (see service tab).

6. Enter a Contact Phone Number.
(Optional)

If desired, you may enter a contact phone number for this request. This contact number will be stored within the service call notes and will also be provided to the technician dispatched to your call.

7. Click Submit to activate your service request.
Once you click submit, your page will be verified to ensure that all required items have been completed. If the required items are not complete, a prompt will be displayed with detailed information on what must be completed.

If the service request form is complete, a confirmation message will be submitted indicating that your call was successfully created. The service call number is provided in this confirmation and the call is available immediately for review and monitoring from the Service tab.

On-page Support:

You will notice on the service call request screen that there are multiple support icons that look like this:



clicking on these buttons will provide detailed description and support help for the applicable area of the screen in which you are working.

The service call form will identify the contracted service hours for the current and next two days as well as the contract SLA response for the service task selected.

If desired, you may include your reference or tracking call number as well as your direct contact number. When all required information is filled in the form may be submitted. All service call requests will be available for immediate review and tracking.