# Eye-share Customer and Knowledge Channels

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Regional manager, Asia

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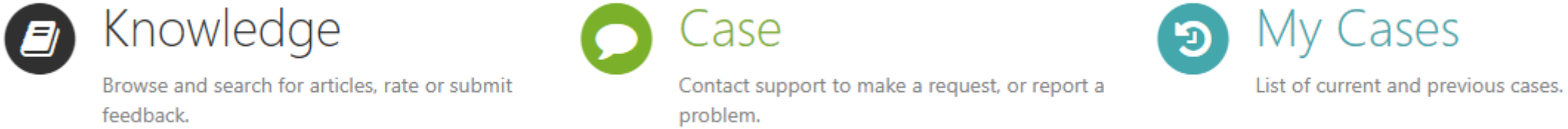
# New structure in eye-share Support Portal




Case: Registration of Cases

My cases: Overview of cases

Knowledge: FAQ and release info

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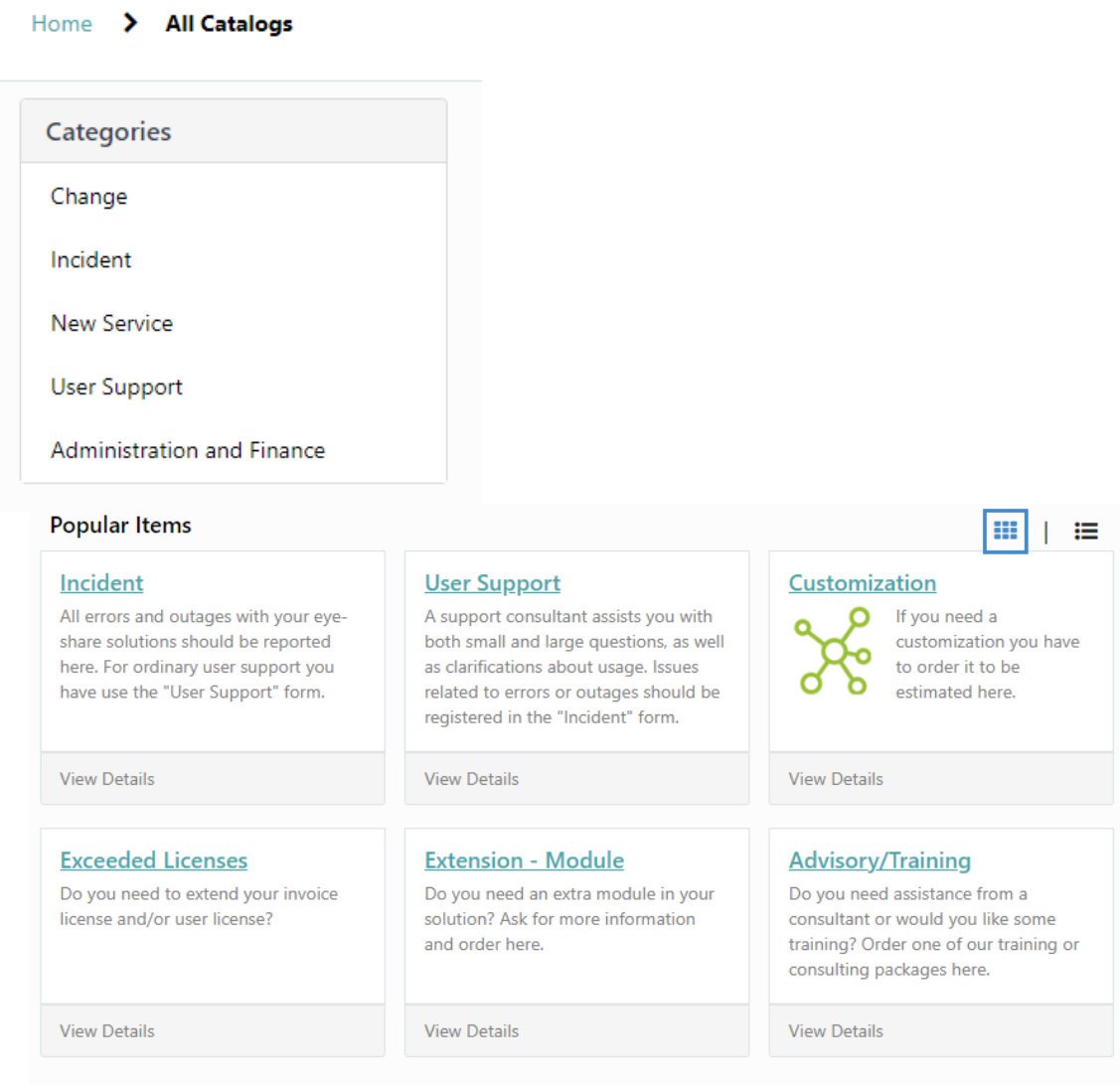
# New structure in eye-share Support Portal




Directories:

Where should you register the cases?

Why are there different categories

Priority – for Incidents only

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# Categories

- Administration and Finance – questions about invoices or licenses
- Change – order customizations or extra upgrades to your eye-share products.
- Incident – has something stopped in or out of your solution or is something crashing.
- New service – order demos, new eye-share products, integrations, consulting or other services
- Support - here you can ask about the solution and get help with things you are wondering about in our products

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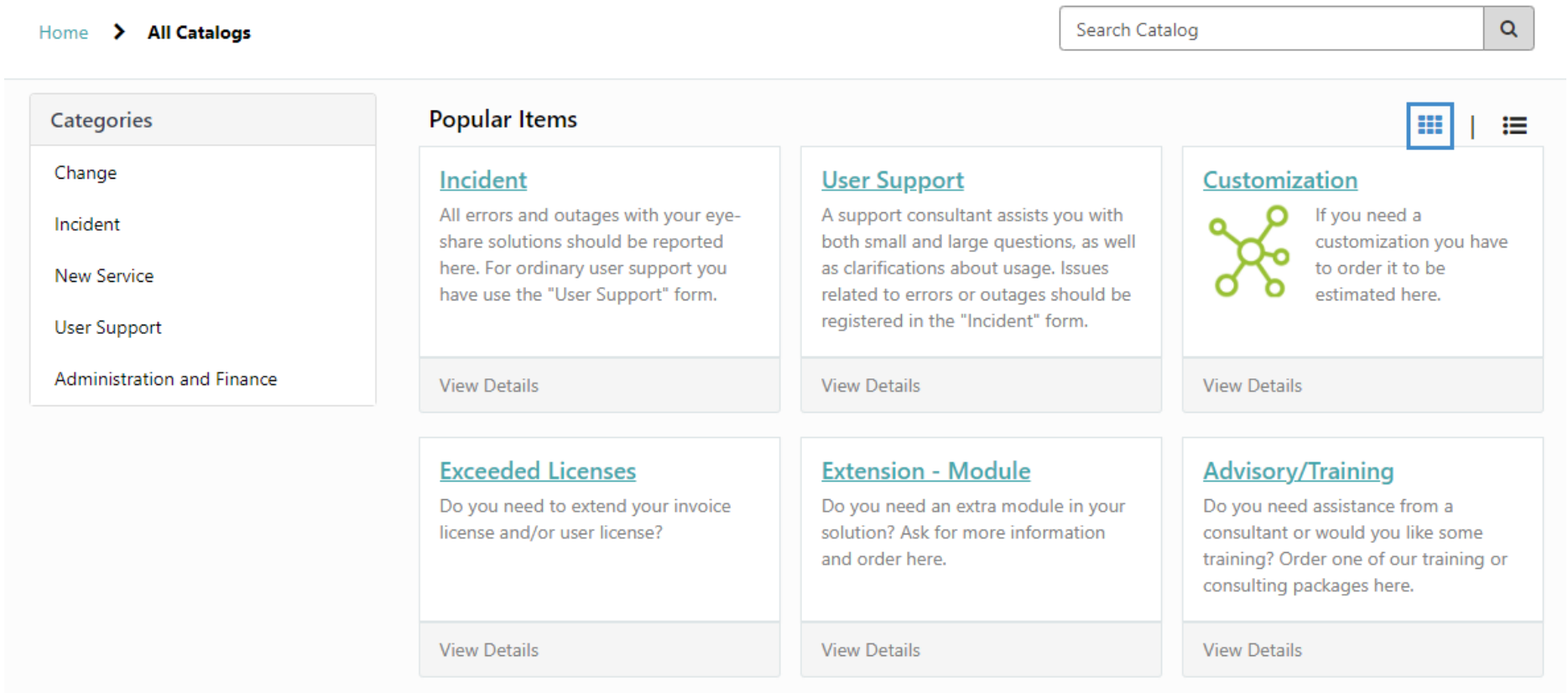
# The directory overview

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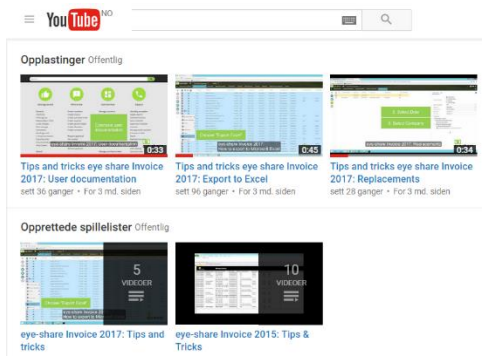
# Product information - channels

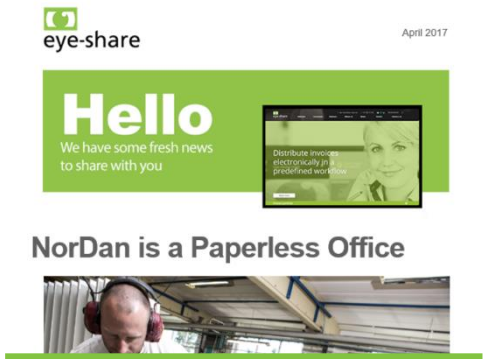
Support




Videos

User Conferences

Webinars




Newsletters

Knowledge sharing

# Advisory Board

User Meetings

Customer Board

**Torhill**
**Gysland Falnes**
CEO, Eye-share AS

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Purchase-to-Pay. Automated

eye-share User Conference 2024

# Sum-Up

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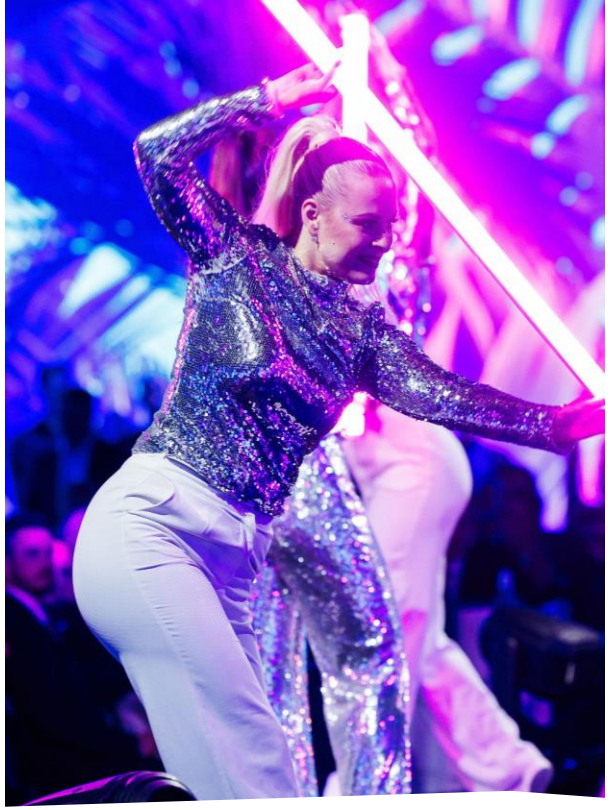
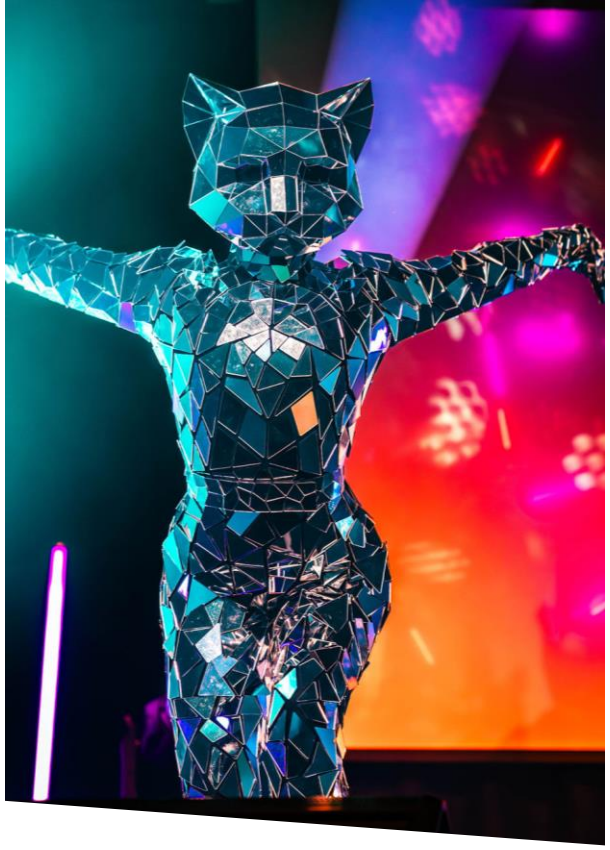
# Thank you to our valued Customers & Partners

# Social time

Tap@Chulia 5-8pm

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