

Login

You may need to re-authenticate your profile to access CCC. Once you have logged in, you will see the new CCC Service Portal interface.

Schlumberger

Email:		
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	Next	
	Don't have an account?	



Option 1: Create a Service Request via New Request



From the Service Portal, click New Request on the top right. A new request form will be opened.

Complete the *Title* and *Description* fields.

Select the relevant option under the **Service Definition**, **Offering**, **Product and Module** fields. Click **Submit**.

	FEATURED OFFERINGS ARTICLES	
	Core and Services - Software Maintenance (SOFTWARE MAINTENANCE) Core and Services - Software Maintenance:Applicable to the following products:TechlogPetrel	POPULAR
	Drilling Interpretation - Software Maintenance (SOFTWARE MAINTENANCE) Drilling Interpretation - Software MaintenanceApplicable to the following products:Techlog	POPULAR
	Geology - Software Maintenance (SOFTWARE MAINTENANCE) Geology - Software MaintenanceApplicable to the following productsGeoFrameTechlogPerrel	POPULAR
	Geophysics - Software Maintenance (SOFTWARE MAINTENANCE) Geophysics - Software MaintenanceApplicable to the following products:TechlogPetrel	POPULAR
_	Petrophysics - Software Maintenance (SOFTWARE MAINTENANCE) Petrophysics - Software Maintenance/Applicable to the following products:Techlog	POPULAR
	Production Engineering - Software Maintenance Software Maintenance Software MaintenanceApplicable to the following products:FlomaticFOR_ Production Engineering - Software MaintenanceApplicable to the following products:FlomaticFOR_	POPULAR
	Production Operations - Software Maintenance SOFTWARE MAINTENANCE	POPULAR

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	Just upload screenshot of your problem or enter the problem description.
	Description •
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	Requested by Image: ep, demo 05 Image: ep, demo 05 Requested for Image: ep, demo 05 Image: ep, demo 05 Service definition Image: -select an item

Option 2: Create a Service Request via Service Catalog

Click on the relevant menu that you wish to create a support request for, e.g. Software Maintenance.

Or, **Search** for the Product you are asking for support for. A list of product offerings will be displayed.

Click Request Support

REQUEST SUPPORT

on the product offering that you would like to create a request for.

A new request form will be opened.

Complete *Problem description* field.

Select the relevant option under *How is this affecting you?, Product and Module* fields Click *Submit.*

Once you click Submit, you will get a confirmation that your request has been created.



Customer Care Center System Quick Guide https://www.software.slb.com/support

Search		Q	a
			Your requests New request
•	YOUR REQUESTS OPEN (51) CLOSED (58) FOLLOWING (0) PUBLIC (0)		
1	114674: New Request Test by Sophia- 28Jan2019 Help_sthing is crashing again. Classification	() 2 hours ago	
View full o	letails ~		
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View your current/ historical requests

Click **Your requests** on the top right. View your current tickets under **Open**. View your historical requests under **Closed**.

How to communicate with the support agent?

You may be asked for more information during the resolution process or you may want to ask for an update.

Use your email or the *Interactions* section of the ticket. All the email exchanges will be logged under Interactions.

Of course, you can call us anytime.

How to close a service request?

Upon resolution of your request, you will receive an email from CCC.

View the resolution on the email body. Or, login to CCC, review the resolution under the **Interactions** section. *Accept* or *Reject* the resolution.

If you Accept, your service request will be closed. If you Reject, your service request will stay open If we don't hear from you after 3 days, your service request will be closed.

How to escalate a Service Quality Issue or give feedback?

If you have any concerns or feedback, submit a Escalate Form by going to

www.software.slb.com/escalate

Describe the issue and the CCC request number that the issue refers to.

Someone from SIS will follow up with you to resolve the issue.

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Escalate	Form	
FIRST NAME	Dens BR	
LAST NAME	Test2	
EMAIL	demokrates/2@grail.com	
COMPANY		
COMPANY	SCHUMMERIGH UUHELD SERVICES	
COUNTRY	UNITED STATES	
PHONE	+1 568-789-0000	
INCIDENT NUMBER*		
	ESGALATE GANGEL	Back To Top 🕇

For more resources, go to SIS Software Support on <u>www.software.slb.com</u> or contact your local CCC support center.