

Frequently Asked Questions:

Do I contact my local Sales and Service Operations Center (SSOC) the same way?

Yes. See below for a reminder of the phone numbers and emails for regional SSOC's.

How does the routing to a Remote Service Engineer (RSE) work?

When your service request is opened by the SSOC, it will be dispatched to an RSE who will contact you to address your issue. We will try to take local language needs into consideration.

If on-site support is needed, can I expect the same targeted response time?

Yes. If the issue cannot be addressed remotely, a Field Service Engineer (FSE) will arrive onsite within the targeted response time designated by your service agreement.

Will my primary engineer respond if on-site support is needed?

If on-site support is needed, your primary engineer will respond if available. If they are not available, your secondary engineer will be notified, or your Field Service Supervisor will follow the normal process to find additional on-site resources.

What should I do to get Remote Access Program for Interactive Diagnostics (RAPID) activated?

Please speak with your local Field Service Supervisor to ensure your RAPID connection is enabled, or to discuss obtaining RAPID if you do not already have connectivity.