

Navigating HPNow Customer Support Management

Quick Reference guide



Customer Support Management (CSM)

External Support Portal

The screenshot shows the HP Customer Support Management (CSM) external support portal. The page features the HP logo and 'Customer Support' text in the top left. Navigation links for 'Knowledge', 'Register', and 'Login' are in the top right. A search bar with the placeholder text 'How can we help?' is centered. Below the search bar is a large image of four people sitting on a couch, looking at laptops. At the bottom, there are two main sections: 'Knowledge' (Browse and search for articles, rate or submit feedback.) and 'Request Something' (Browse the catalog for the items and services you need.). The footer contains '© HP restricted', 'Privacy Statement', 'Terms of Use', and 'hp.com'. Three blue callout boxes with dashed borders point to specific elements: 'First time users need to Register' points to the 'Register' link; 'User credentials are sent to the email' points to the search bar; and 'You may search for HP Accounts Payable' points to the 'Request Something' section.

First time users need to Register

User credentials are sent to the email

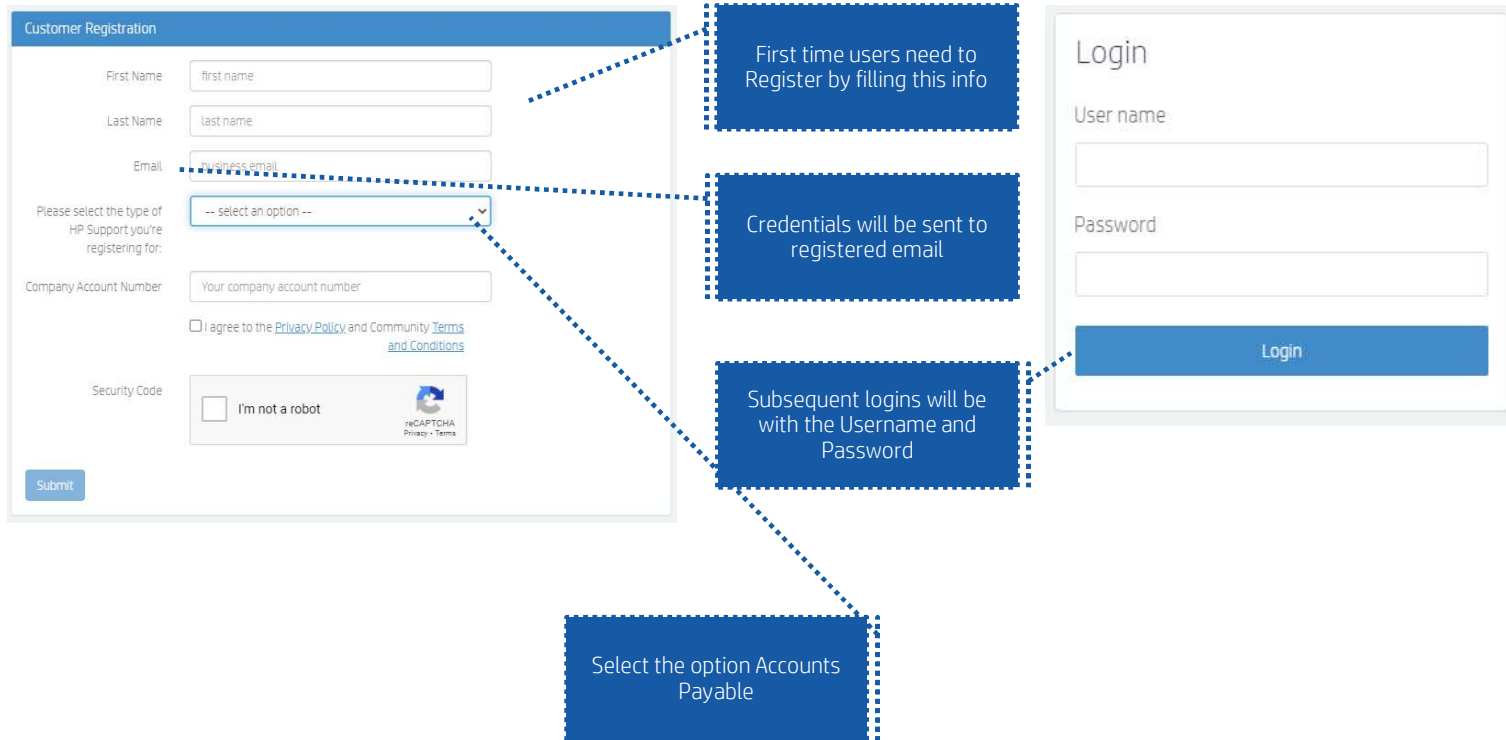
You may search for HP Accounts Payable

<https://hpitprod.service-now.com/csm>

Supported with Google Chrome

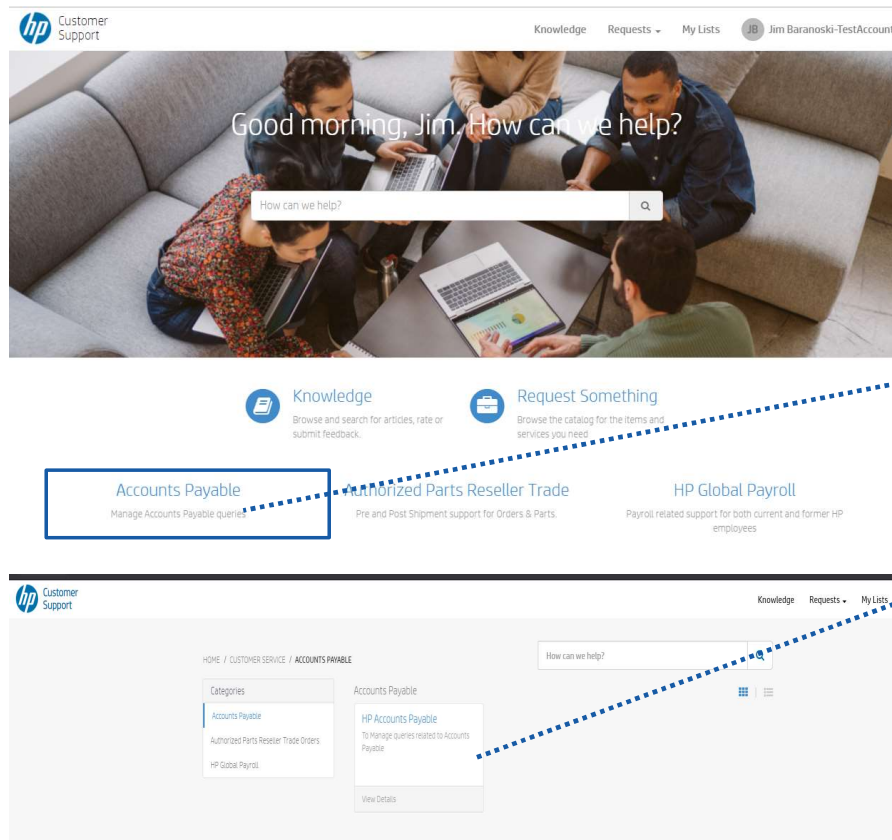
Customer Support Management (CSM)

Register & Login Experience



Customer Support Management (CSM)

Login experience



A

Users can choose the support they need

B

Users can choose the support they need



Customer Support Management (CSM)

Support Request form

The screenshot shows the HP Accounts Payable support request form. Callout A points to the 'HP Accounts Payable' header. Callout B points to the 'Requester Information' fields. Callout C points to the 'SUBMIT REQUEST' button. Callout D points to the 'Your request has been submitted' confirmation box.

A Choosing HP Accounts Payables brings them to the case submission form

B Users need to fill in all the fields and "submit" the form

C Submit the form

D That create a case and Users can track from a logged in experience

Users can select Live chat with the Accounts Payable team for any queries

Requester Information

- * Requester Name
- * Requester Email
- * Country
- * Region
- * What can we help you with?

Submission Confirmation

REQ0249563

Your request has been submitted

Number	REQ0249563
State	Open
Priority	4 - Low
Opened by	Jim Baranoski-TestAccount
Created	1m ago
Updated	just now
Approval	Approved

attachments

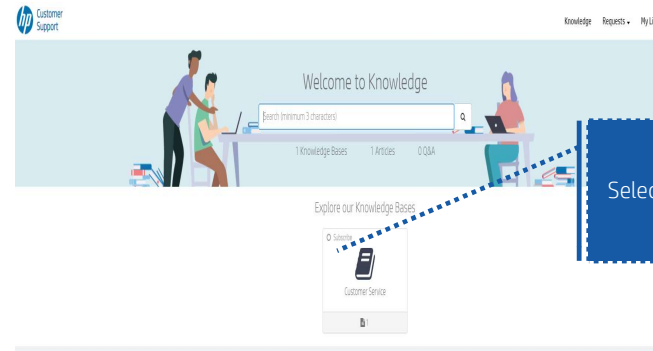
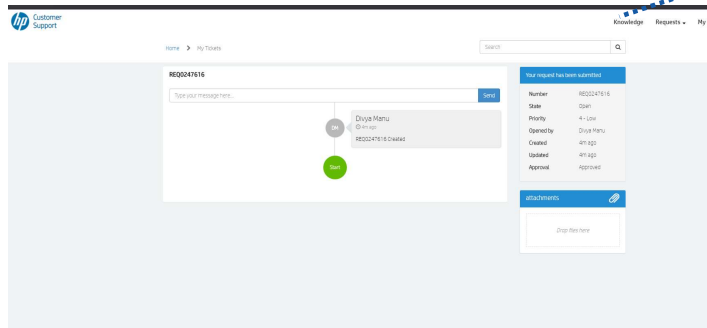
There are no attachments

Customer Support Management (CSM)

Search for Knowledge Articles

Within the portal, click on Knowledge . You can browse and search the knowledge base for helpful articles and guides

A



B

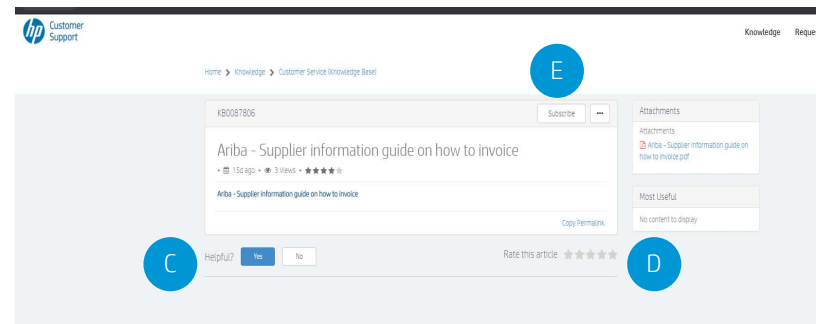
Select Customer Service

When you open a knowledge article it allows you to provide feedback:

C) Mark an article as helpful

D) Rate the article

E) Subscribe to updates



E

C

D



keep reinventing