



**3DEXPERIENCE**

# DSx.Client Care & Order

기술서

# 순서

- ▶ 개요
- ▶ Support Portal ([www.3ds.com](http://www.3ds.com))
  - ▷ 계정생성, Knowledge, 교육일정, Media다운로드
- ▶ 기술지원방법(For Customer)
- ▶ 기타

# 개요

## DSX.ECO를 사용하는 이유? - **One Company, One Support**

- ▶ 모든 DS Brand에 대한 지원과 개발 프로세스를 통합
  - ▷ Support tool를 DS Process에 보다 긴밀하게 연계
- ▶ 고객 요청 사항에 대해 모든 관련자가 지원할 수 있는 Tool 통합
  - ▷ 고객 지원을 위한 지사와 본사 엔지니어가 함께 활용하는 Tool

# 개요

## DSX.ECO 내의 역할과 권한

### ▶ Submitter

→ DSX.ECO Client Care를 통해 SR과 설치 Media 요청을 생성하는 사람. DS 고객, 고객을 지원하는 VAR, DS 지사 SIMULIA 지원팀이 작성

### ▶ DS Front End

→ 요청에 대한 지원 담당자. DS 지사 SIMULIA 지원팀에서 담당

### ▶ DS Back End

→ Front End를 지원 담당자. DS HQ 지원팀에서 담당

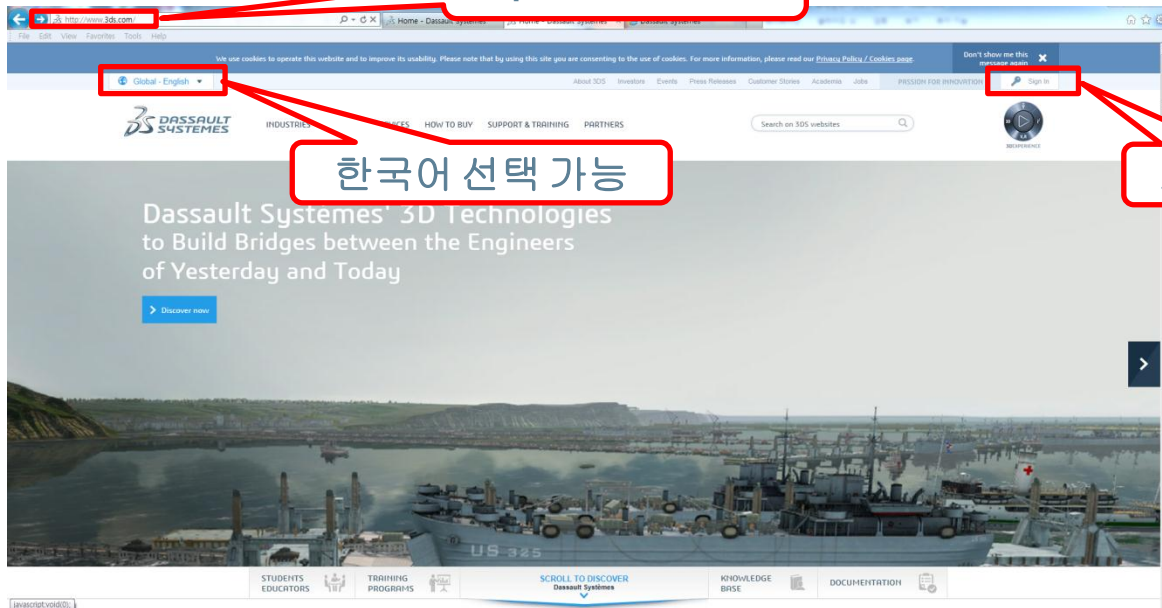
### ▶ DS Customer

→ DS 고객. 지원되는 내역에 대한 이력 확인 및 경우에 따라, SR 요청

# Support Portal

[www.3ds.com](http://www.3ds.com) 구성

<http://www.3ds.com>

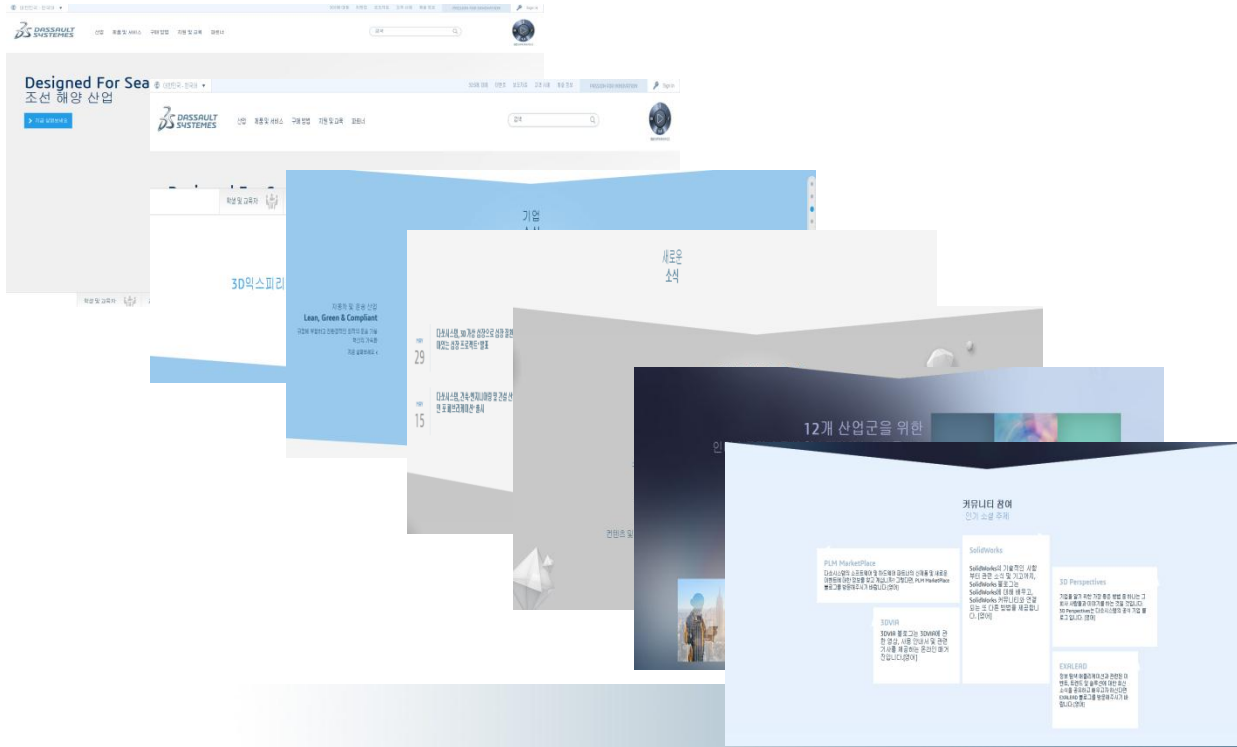


한국어 선택 가능

계정생성

# Support Portal

[www.3ds.com](http://www.3ds.com) 구성 - scroll down

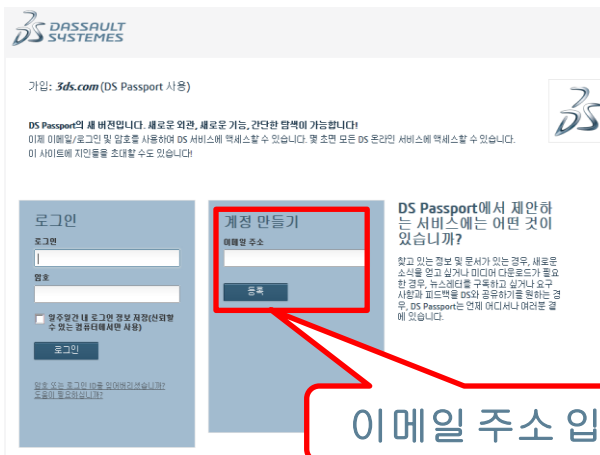
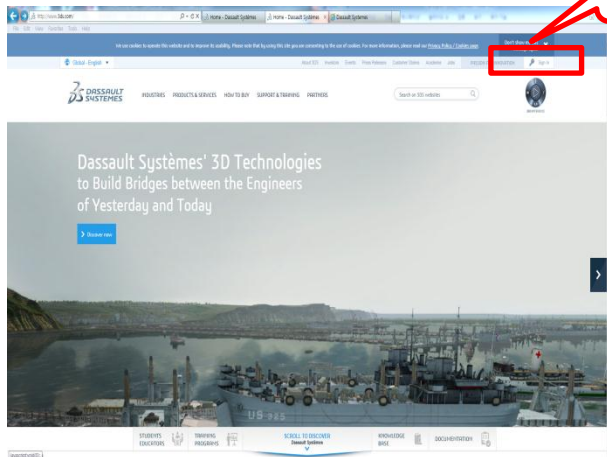


- 최신소식
- 다쏘시스템에 대해
- 기업소식
- 새로운 소식
- 3D익스피리언스 플랫폼
- 인더스트리
- 커뮤니티
- 문의하기

# Support Portal

## 계정 생성

Sign in



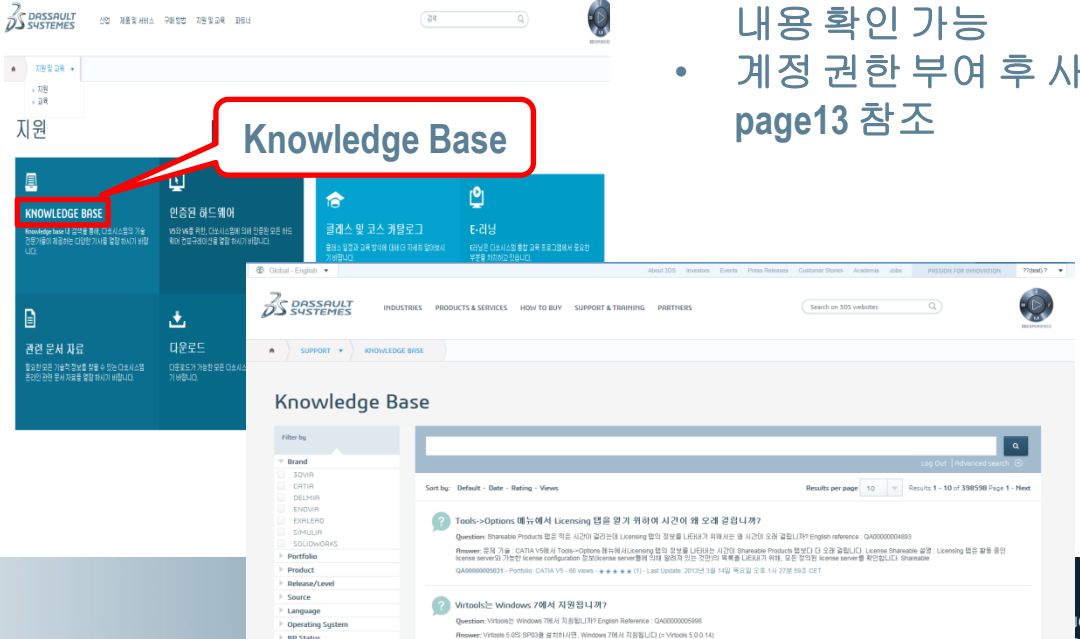
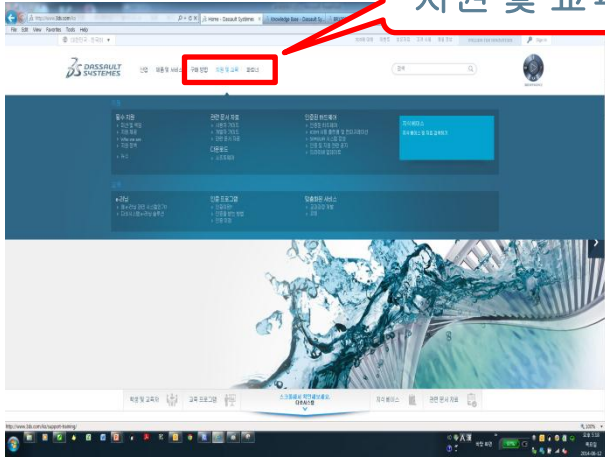
이메일 주소 입력

- 이메일 주소 입력 후 관련 정보 입력
- 완료 후 로그인 가능

# Support Portal

## Knowledge Base

지원 및 교육



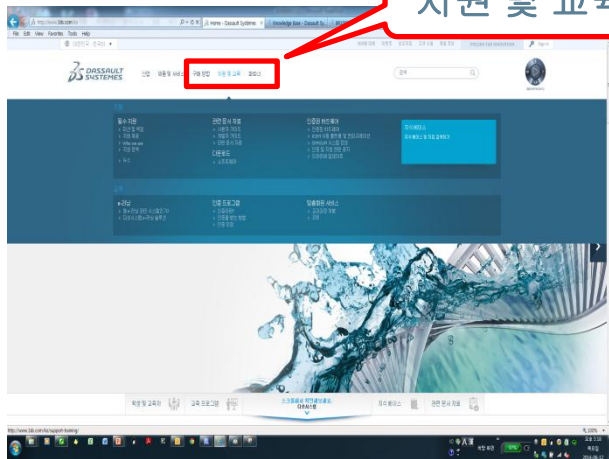
Knowledge Base

- 지식 베이스 검색
  - 기존 등록된 기술지원 내용 확인 가능
  - 계정 권한 부여 후 사용
- page13 참조

# Support Portal

## 교육일정 및 코스 카탈로그

지원 및 교육



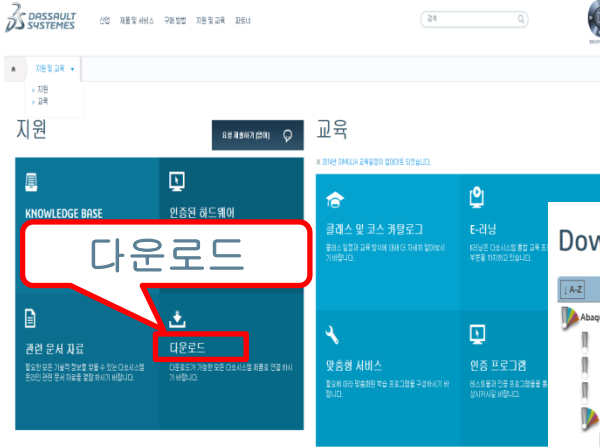
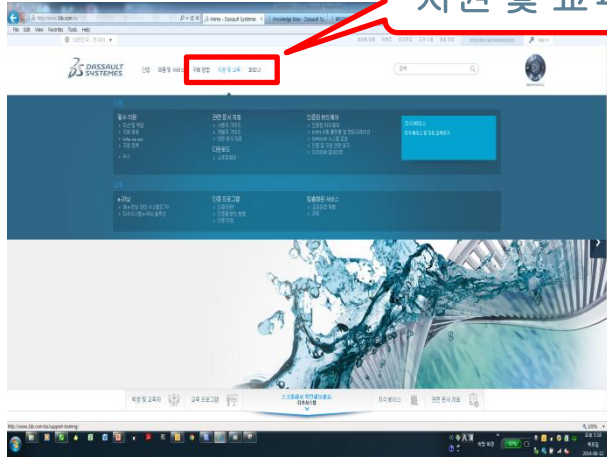
교육일정 및 코스 카탈로그



# Support Portal

## Media 다운로드

지원 및 교육



- 다운로드만 가능
- 선적 주문 시 DSx.Client에서 신청

Release & Standard maintenance

Download

	Filename	Size	MD5
6.11	AM_SIM_Abaqus_Academic.media.1-4.tar	949 MB	N/A
6.12	AM_SIM_Abaqus_Academic.media.2-4.tar	918 MB	N/A
6.12-AP	AM_SIM_Abaqus_Academic.media.3-4.tar	918 MB	N/A
6.13	AM_SIM_Abaqus_Academic.media.4-4.tar	918 MB	N/A
6.13-AP	AM_SIM_Abaqus_Academic.media.1-1.tar	394 MB	N/A
ISIGHT			

# Support Portal

## SIMULIA Learning Community

- **SIMULIA** 본사에서 **Learning Community**를 운영하고 있습니다. 이를 통해 **SIMULIA** 제품군에 대한 다양한 지식과 정보를 얻을 수 있고, 전 세계 엔지니어와 교류할 수 있습니다.

### - 접속 주소

<http://www.3ds.com/products-services/simulia/academics/simulia-learning-community/>

How can you maximize the robust technology of Abaqus FEA and Isight?  
Connect with peers to share knowledge and get technical insights



 SIMULIA

Let the SIMULIA Learning Community be Your Portal to 21<sup>st</sup> Century Innovation

Discover new ways to explore how to leverage realistic simulation to drive product innovation. Join the thousands of Abaqus and Isight users who are already gaining valuable knowledge from the SIMULIA Learning Community.

For more information and registration, visit: [3ds.com/simulia-learning](http://3ds.com/simulia-learning)  
Connect. Share. Spark Innovation.

 | The 3D EXPERIENCE Company

©2013 Dassault Systèmes. All rights reserved.



IF WE ask the right questions  
we can change the world.

# 기술지원방법 (for customer)

## 권한부여

- **DSx.Client**에서 기술지원을 위해서는 권한을 부여 받아야 합니다.
  - 빠른 승인을 위하여 아래와 같은 승인 요청 메일을 주시기 바랍니다.

메일주소: [SIMULIA.kr.support@3ds.com](mailto:SIMULIA.kr.support@3ds.com)

메일 내용

- 회사 명칭
  - 성명 (한글, 영문)
  - 계정 (ID)
  - 등록 시 사용한 메일 주소
- **SiMULIA** 기술지원 팀에서 해당 ID에 권한 부여  
\*\* 권한 승인을 위한 약간의 시간이 소요 됨.

3ds.com: Basic Access for DS Passport

<input type="checkbox"/>	<a href="#">3ds.com Support</a>
<input type="checkbox"/>	<a href="#">Support Restricted</a>
<input type="checkbox"/>	<a href="#">Support Advanced</a>
<input type="checkbox"/>	<a href="#">Support Administrator</a>
<input type="checkbox"/>	<a href="#">Security Administrator</a>

Ok

Cancel



# 기술지원방법 (for customer)

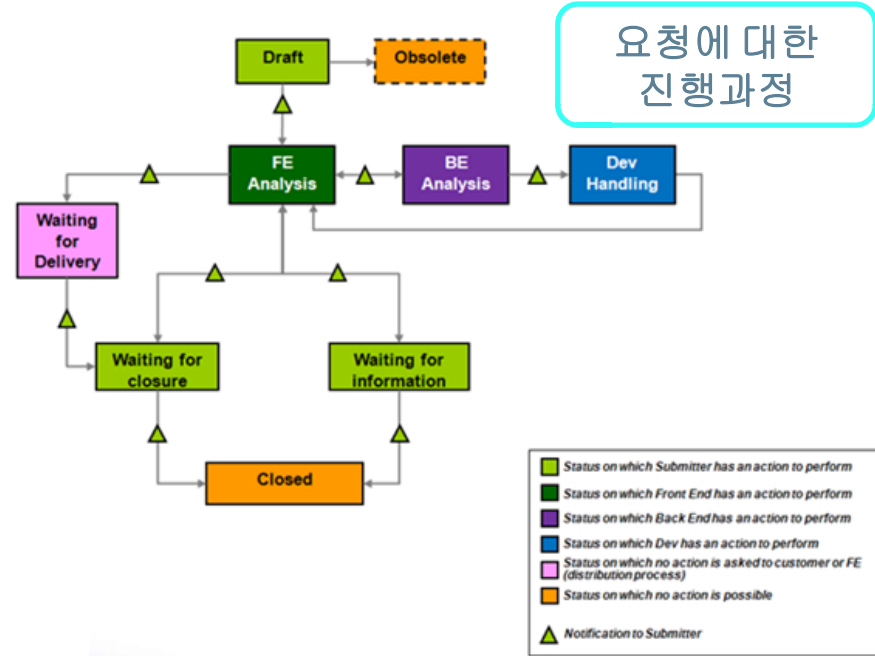
⑧

## ※기술지원 용어 및 진행과정

### 기술지원 용어

#### Request Status Definition

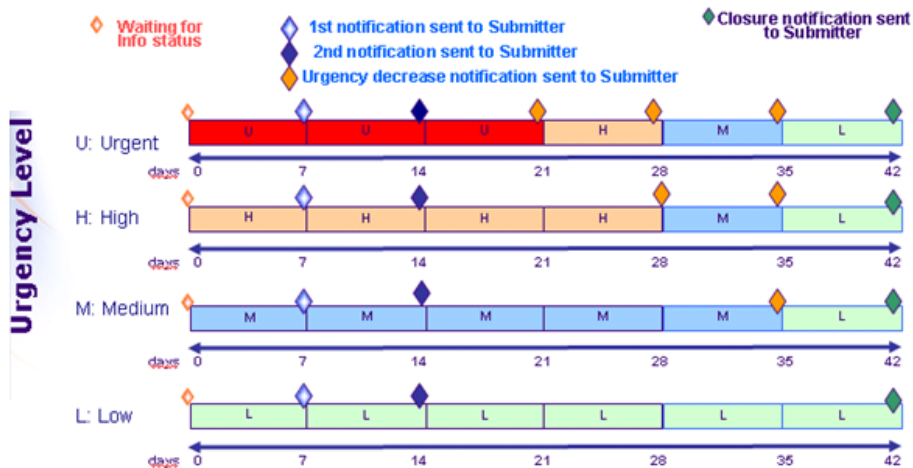
- **DRAFT (DFT)**
  - ↳ Submitter has started to fill in a request and needs to review it before submitting it. This draft request is only seen by its creator and cannot be tracked.
- **FRONT END ANALYSIS (FE)**
  - ↳ A request has been created and submitted to DS Front End. Depending on Submitter's country, request is automatically dispatched to the local geographic DS Front End. The request's is being handled by the local DS Front End.
  - or
  - ↳ DS Front End waits for an answer (mail, phone, fax) coming from a third party.
- **BACK-END ANALYSIS (BE)**
  - ↳ The request is considered as a DEFECT by DS Front End who sent it to DS Back End for certification
- **DEV HANDLING (DEV)**
  - ↳ The request must be handled by the DS Development Team (A correction is necessary). DS Back End asked for Bug Report to be created.
  - or
  - ↳ DS Front End has found a similar problem to an open Bug Report and waits for the Bug Report closure.
- **WAITING FOR DELIVERY (WDLV)**
  - ↳ The request corresponds to a Bug Report closed on a level not yet available. Submitter has to wait for closure level to be orderable. Once closure level available, status is automatically updated to WAITING FOR CLOSURE.
- **WAITING FOR INFORMATION (WINF)**
  - ↳ DS Front End needs more information or data from Submitter.
- **WAITING FOR CLOSURE (WCLO)**
  - ↳ DS Front End suggests a solution to Submitter.
- **CLOSED (CLO)**
  - ↳ The request is CLOSED and its status cannot be changed.



# 기술지원방법 (for customer)

※ 기술지원 용어 및 진행과정

## Waiting for Information Closure Policy

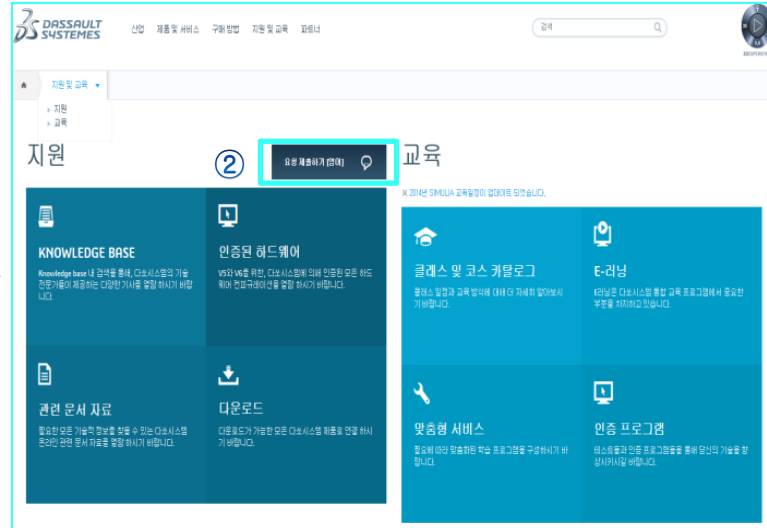
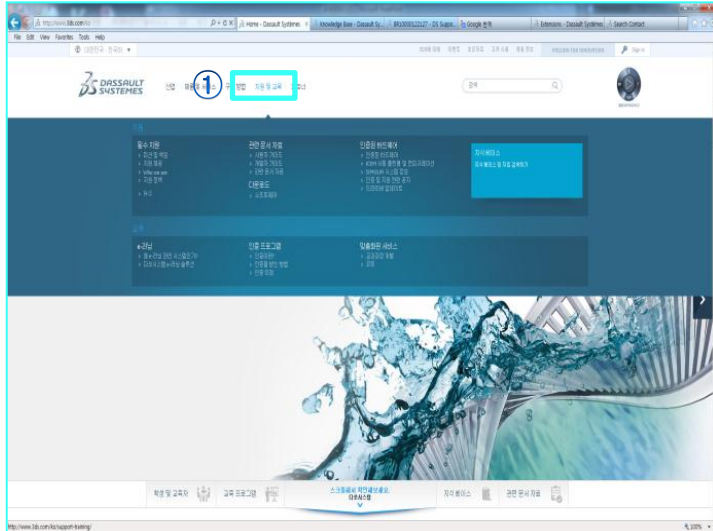


Request level  
시간 소요 정의

# 기술지원방법 (for customer)

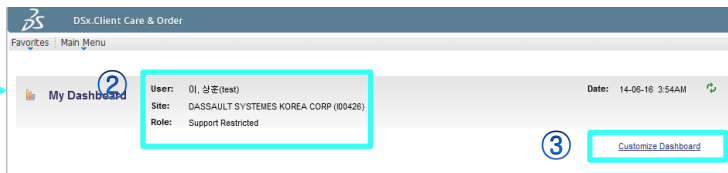
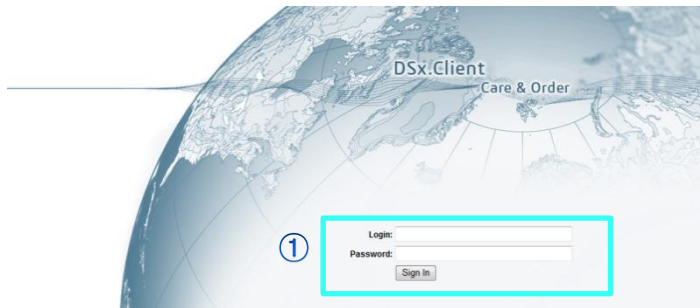
## 기술지원 신청

- ① '기술 및 교육' 선택
- ② '요청 제출하기' 선택  
- 기술지원 신청 시

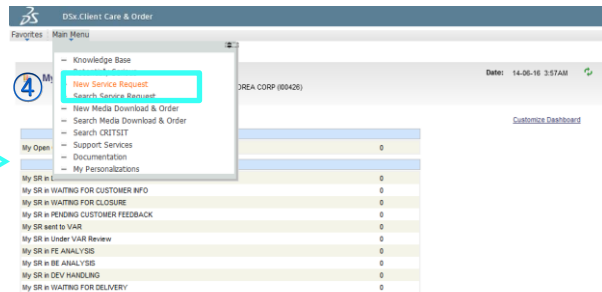


# 기술지원 방법 (for customer)

## 기술지원 신청



- ① DSx.Client 접속 화면  
- 권한 승인 된 로그인ID와 PW 입력
- ② 내 정보 및 권한 확인
- ③ DashBoard 만들기 (optional)
- ④ 기술지원 생성 - New Service Request



# 기술지원 방법 (for customer)

## 기술지원 양식 작성

The screenshot shows a web-based request form with the following elements and annotations:

- 1**: A dropdown menu labeled '\*Source' is highlighted.
- 2**: The 'Technical Environment' section is highlighted, containing fields for \*Portfolio, \*Release, \*Level, Domain, Product, \*OS, and Other.
- 3**: The 'Urgency' dropdown menu is highlighted.
- 4**: The 'Summary' text input field is highlighted.
- 5**: The 'Description' text area is highlighted, containing the text: "Required information to reproduce or answer: Specific setup (i.e. Environment Variables, Software Levels, Client Server Architecture, etc) Tech Stack (V6 Customers) Scenario: (steps to recreate) 1) 2) ... Actual Result:".
- 6**: The 'Add Attachments' button is highlighted.

Other visible form elements include: Request ID (NEW), Status (DRAFT), Created by (LEE, Sanghoon), Creation date, buttons for Save as Draft, Next, Discard, and New From, a search bar for the Knowledge Base, fields for Submitter/Customer (Site, Email Address, Contact, Phone, Cc emails), Regression since, and Customer's Internal Reference.

- ① Source는 “E-mai”을 선택.
- ② 사용하는 Abaqus 버전과 OS를 선택.
- ③ Urgency는 “2) High” 또는 “3) Medium”을 선택.
- ④ Summary는 제목 입력 (한글입력 가능)  
- 기술지원 사항을 간략히
- ⑤ Description에 문의 하고자 하는 내용에 대한 설명 입력. (한글입력 가능)
- ⑥ 필요하면 문의하고자 하는 내용과 관련된 파일을 첨부.
- ⑦ “Next”를 클릭하여 입력 완료.

# 기술지원방법 (for customer)

## 기술지원 양식 작성 - file upload

Request

Request ID NEW Created by LEE,Seungwon  
Status Draft Creation date

Save as Draft Next Discard Please search the Knowledge Base for similar problem New From

\*Submitter / Customer

Site Email Address Phone  
Contact Cc emails

\*Technical Environment

Portfolio Release  
Domain Product  
OS Other

Regression since Customer's Internal Reference

Urgency

Summary

Description

Problem Description/Question:  
Required information to reproduce or answer:  
Specific setup (i.e. Environment Variables, Software Levels, Client Server Architecture, etc):  
Tech Stack (V/E Customers)  
Scenarios (steps to recreate)  
Actual Result

Add Attachments

Browse & upload all files you would like related to this SR

Browse...

File Description:

Upload File

'nts.rpt' successfully uploaded!

Save Cancel

→ 기술지원상 필요한 file을 upload 합니다.

- ① Add Attachments 선택
- ② 해당 파일 찾기
- ③ File Description 작성
- ④ Upload file 클릭 - 파일 저장
- ⑤ Uploaded file 확인
- ⑥ Save

# 기술지원 방법 (for customer)

## 기술지원 답변 확인

Request

Request ID SR00211004 Created by 01, 상훈(test)  
Status FRONT-END ANALYSIS Creation date 2014-06-18 3:36:42AM

Please give us **FEEDBACK** about the way your SR is managed to better meet your expectations

① Add Message Modify New From Return To Search

Summary / Customer

\*Site HYUNDAI MOTOR CO Email Address hynfn@naver.com Phone  
Contact 01, 상훈(test) Cc emails

Technical Environment

\*Portfolio SIMULIA Abaqus Unified FEA \*Release 6.12  
\*Level 6.12 SP3 (6.12-3) HF   
Domain Product  
\*OS Windows 7 Professional x64 Other  
Browser

Regression since Customer's Internal Reference

Urgency 3) Medium - Service available with some non-critical functional restrictions.

Summary Test 이상훈

Description Required information to reproduce or answer:  
Specific setup (i.e. Environment Variables, Software Levels, Client Server Architecture, etc):  
Tech Stack (VS Customers)  
Scenario: (steps to recreate)  
1)  
2)  
...  
Actual Result:  
Expected Result:

➔ 답변 확인 (계성생성 시 입력했던 메일 확인 가능)

① 추가문의 - Add Message / New From

DSX.Client Care & Order

Favorites | Main Menu > Search Service Request

Message to Support

Message to Support:

추가문의

OK Cancel



# 기술지원방법 (for customer)

## 기술지원 Closed & Re-open

➔ 기술지원 담당자의 Close Request 메일 확인

- ① 로그인 후 Status 확인  
- 'Waiting FOR Closure'
- ② Accept Closure / Refuse Closure  
- Closed 확인 / Closed 거절 및 재문의
- ③ Closed 후 같은 지원 건에 대한 Re-open 가능
- ④ 완료 처리 후 고객 Feedback

The screenshot displays the DSx Client Care & Order interface. The top navigation bar includes 'DSx Client Care & Order', 'Favorites', and 'Main Menu'. The main content area shows a 'Request' summary for Request ID SR00211804, with a status of 'WAITING FOR CLOSURE' (highlighted with a red box and circled in blue). Below this, the 'Last Closure' section shows a type of 'METHODOLOGY OR BY-PASS' and a date of 14-06-18 6:41:58AM. A feedback prompt asks the user to provide feedback on the SR management. Below the feedback prompt, there are buttons for 'Add Message', 'Modify', 'New From', and 'Return To Search'. A second set of buttons includes 'Accept Closure', 'Refuse Closure', and 'Re-open' (highlighted with a red box and circled in blue). The bottom section shows the 'Submitter / Customer' information for 'HYUNDAI MOTOR CO' and the 'Technical Environment' details, including 'Portfolio' (SIMPULIA Abaqus Unified FEA), 'Release' (6.12), and 'Level' (6.12 SP3 (6.12-3)). A red dashed arrow points from the 'Accept Closure' button to the text 'Accept Closed'.

Accept Closed

# 기술지원방법 (for customer)

## Media 선적 요청 및 다운로드

- ① New Media Download & Order 선택
- ② 신청 본인 정보입력
- ③ Reseller 정보입력(협력사 정보)
- ④ Installed Base에서 해당 Media 선택  
- Level, OS 정보 선택
- ⑤ Find Media
- ⑥ Media Icon 클릭 → 다운로드 가능
- ⑦ 선적관련하여 현재는 Reseller에게 문의  
또는 Support Team 에 요청

① New Media Download & Order 선택

② Ship To: HYUNDAI MOTOR CO, 1000000002962, Address: HYUNDAI MOTOR CO, HYUNDAI MOTOR BLDG, 231 YANGJAE-DOONG SECHNO-DO, 137-130, SEOUL, 11

③ Reseller: HYUNDAI AUTOVEH CORP, 1000000002944

④ Installed Base

⑤ Find Media

⑥ Media Icon 클릭 → 다운로드 가능

⑦ Legend/Key

⑥

⑦

