

Johnson Controls

Global Service 360 (GS360) Customer User Guide



The power behind **your mission**



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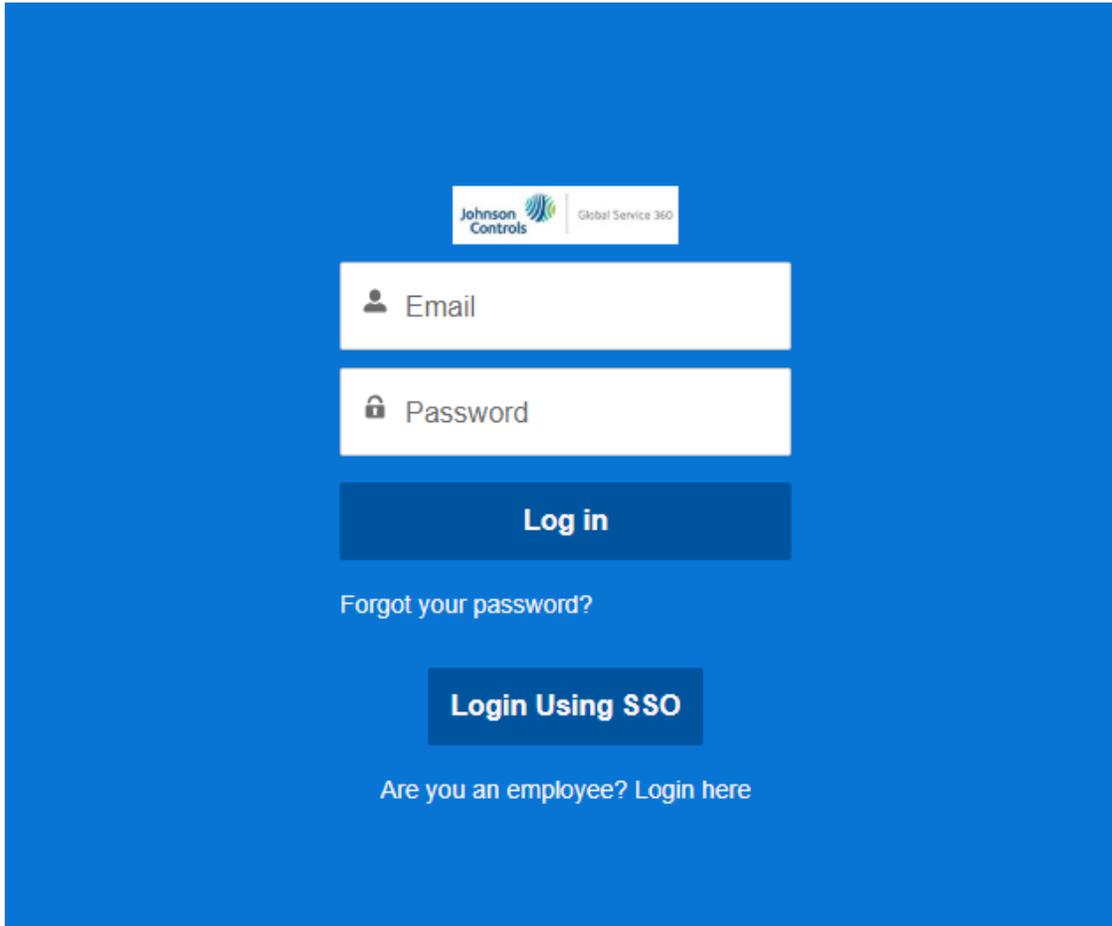
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Community Login Page:

<https://globalservice360.jci.com>

Login Page through which:

- Customers can log into the Global Service 360 community
- Customers can reset their password of the Global Service 360 community



GS360 Community:

After successful login, user will land on the Home tab (default landing tab of the community)

The following tabs are available on the Global Service 360 Community:

- **Home:** Default landing page.
- **Sites:** Site information. Customers can search sites by region.
- **Service:** Customer case information (Global Service & Preventive Type). Customers can search the cases by Case Number, Priority level, Contact Name, Account Name, Geo region, Technology Type, Status.
- **JCI Team:** Displays the Johnson Control team member names.

Home Tab:

Community home page displays:

1. Total Number of Sites
2. Number of Sites by Region
3. Total no. of Service Requests
4. No. of Service Requests by Region
5. Preventative Audit Overview
6. Contact Us section

The screenshot shows the Home Tab interface. At the top left is the Johnson Controls logo and 'Global Service 360'. A navigation bar contains 'Home', 'Sites', 'Service', and 'JCI Team'. Below the navigation bar are two buttons: 'Create Service Request' and 'Contact Us'. The main content area features three tables:

Managed Sites	
REGION	# OF SITES

Service Requests	
REGION	# OF REQUESTS

Preventative Audit Overview			
YEAR	ALL	UPCOMING AUDITS	COMPLETED

Contact Us

For help navigating the portal see [GlobalService 360 User Guide](#).
For assistance with this tool or information on existing service requests, please contact BE-GlobalService@jci.com.
Please utilize your regional call list or call 1 888 805 4822 for service emergencies.

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Sites Tab:

1. Displays the site information related to the logged in customer.
2. Customers can search site by region.

Service Tab:

1. This Tab displays the case information under the logged in user's site (and also under the related sites)

- Customer Issue
- Closed - Customer Issue

2. Customers can search the cases by:

- Global Service & Preventive Type
- Case Number,
- Priority,
- Contact Name,
- Account Name,
- Geo region,
- Technology Type,
- Status

3. Customer can filter cases by case Status:

The screenshot shows the Johnson Controls Global Service 360 interface. At the top, there is a navigation bar with 'Home', 'Sites', 'Service', and 'JCI Team'. Below this, there are two buttons: 'Create Service Request' and 'Contact Us'. The main content area displays 'Total Cases, Page 0 /' and 'Records Per Page: 10'. There is a toggle for 'GLOBAL SERVICE PREVENTATIVE' and a 'Filter By Status' dropdown set to 'New'. A search bar with a 'Case Number' dropdown and a 'Search' button is also present. Below the search area is a table with columns: 'CASE NUMBER', 'CONTACT NAME', 'ACCOUNT NAME', 'STATUS', 'PRIORITY', 'TECHNOLOGY TYPE', and 'GEO-REGION'. The table is currently empty. At the bottom right, there is a copyright notice: '© 2018 Johnson Controls. All Rights Reserved' and a 'Privacy' link.

JCI Team:

- This Tab displays the account team member information from the ultimate parent team
- Users can search member by Name, Team Role, City, Country, Email and Phone.

Create Service Request:

1) Option to create a service request (Case) is available from the all community tabs.

The screenshot shows the Johnson Controls Global Service 360 portal. The navigation bar includes 'Home', 'Sites', 'Service', and 'JCI Team'. Below the navigation bar, there are two buttons: 'Create Service Request' and 'Contact Us'. The 'Create Service Request' button is circled in red. Below the buttons, there are two tables: 'Managed Sites' and 'Service Requests'. The 'Managed Sites' table has columns for 'REGION' and '# OF SITES'. The 'Service Requests' table has columns for 'REGION' and '# OF REQUESTS'. Below the tables, there is a 'Preventative Audit Overview' table with columns for 'YEAR', 'ALL', 'UPCOMING AUDITS', and 'COMPLETED'. At the bottom of the page, there is a 'Contact Us' section with a link to the 'GlobalService 360 User Guide' and contact information for BE-GlobalService@jci.com. The footer includes the copyright notice '© 2018 Johnson Controls. All Rights Reserved' and a link to the 'Privacy' policy.

2) User has to fill all the required information while creating a service request ticket:

- Account Name (Mandatory)
- Contact Name (Mandatory)
- Customer Ref. No./Asset ID No. (Optional)
- Equipment Make/Model/Serial No (Optional)
- Technology Type (Mandatory)
- Equipment Type (Mandatory)
- Nature Of The Problem (Mandatory)
- Priority (Mandatory)
- Fault Code Reported (Optional)

The screenshot shows the 'New Case' form in the Johnson Controls Global Service 360 portal. The form is titled 'New Case' and contains the following fields:

- CASE INFORMATION**
- Account Name** (Mandatory)
- * Contact Name** (Mandatory) - dropdown menu with 'choose one...'
- Customer Ref. No./Asset ID No.** (Optional)
- Equipment Make/Model/Serial No.** (Optional)
- * Technology Type** (Mandatory) - dropdown menu with 'choose one...'
- * Equipment Type** (Mandatory) - dropdown menu with 'choose one...'
- * Nature Of The Problem** (Mandatory) - dropdown menu with 'choose one...'
- Fault Code Reported** (Optional)
- * Priority** (Mandatory)
- Number of Devices Impacted**

At the bottom of the form, there are three buttons: 'Request New Site', 'Cancel', and 'Save'.

- Number of Devices Impacted (Optional)
- Description (Mandatory)
- CC Additional Users – if additional contacts or teams need to be aware of the case being created.

The screenshot shows a web form for creating a service request. It features several input fields and buttons. At the top, there are two dropdown menus, both labeled "choose one...". Below these are two rows of fields: the first row has a dropdown menu labeled "* Nature Of The Problem" and a text input field labeled "Fault Code Reported"; the second row has a dropdown menu labeled "* Priority" and a dropdown menu labeled "Number of Devices Impacted" with the value "1" selected. A section titled "DESCRIPTION INFORMATION" follows, containing a large text area labeled "* Description" and another text area labeled "CC Additional Users" with an information icon (i) to its left. At the bottom of the form, there are three buttons: "Request New Site", "Cancel", and "Save".

- When all of the information is added to the relevant fields, click **Save** to create the service request.

3) Customer receives the notification that case has been created



Dear Service Team:

The following service request has been logged to JCI Global Service. Updates to the case will be available via the JCI Global Service 360 portal as they come available.

Company: < Site Address of Account Selected >

Customer Contact Information

Name: < Name of the Contact Name Selected >

Phone: XXX-XXXXX

Email: < Email Address >

Site Address:

< Address of Account Selected >

Case #: < XXXXXXXXX >

Created Date: < Date > <Time>

Priority: < Priority Level of Case selected >

Customer Task #: < Customers Internal Case Number >

Equipment Identifier: < Affected Equipment Code/Reference >

Subject: New Low Priority Global Account Service Case for < Selected Site >

Description: < Full Description of Issue onsite >

Special Requests: < Site Specific Information >

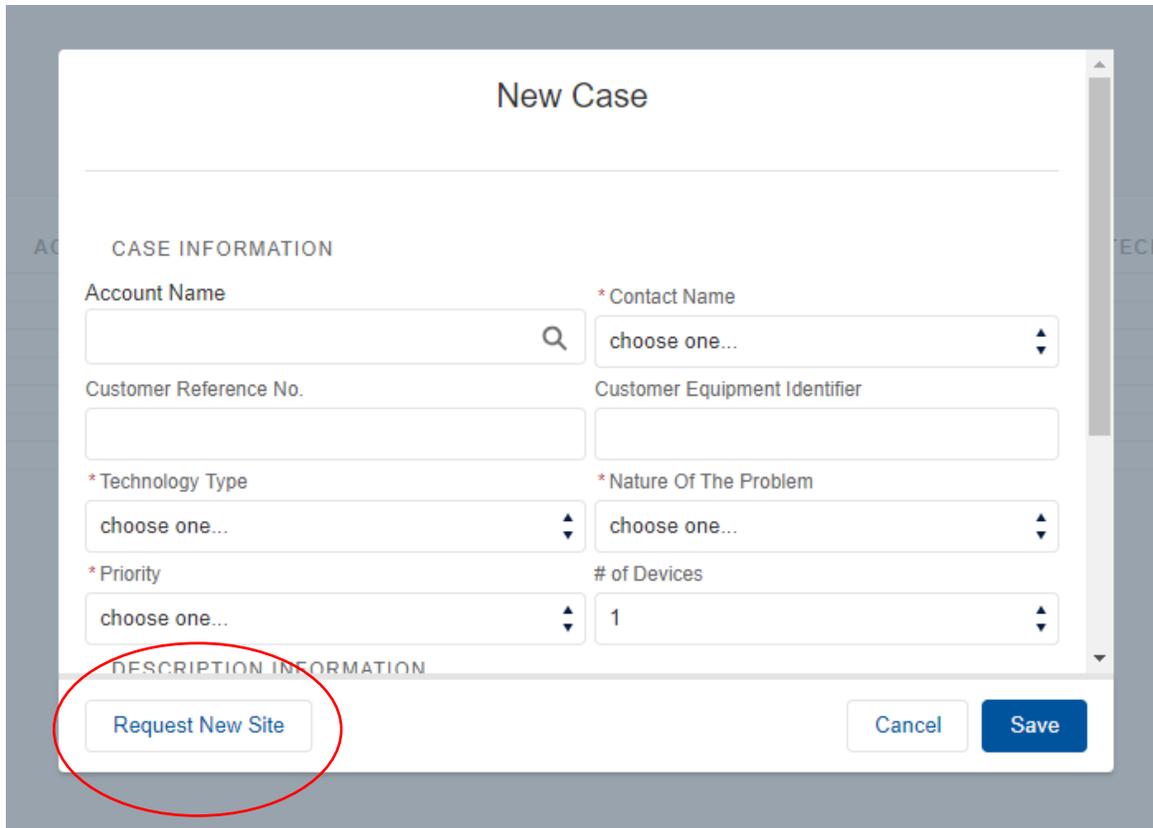
Created By: < Case Creator >

Sincerely,

Global Accounts Service Team.

Request a New Site:

1) Customers can request for a new site by filling up a form which is under the “Create Service Request” screen. Internal user is notified over the email about the new site request.



The screenshot shows a web form titled "New Case". The form is divided into two main sections: "CASE INFORMATION" and "DESCRIPTION INFORMATION".

CASE INFORMATION

- Account Name: Text input field with a search icon.
- * Contact Name: Dropdown menu with "choose one..." selected.
- Customer Reference No.: Text input field.
- Customer Equipment Identifier: Text input field.
- * Technology Type: Dropdown menu with "choose one..." selected.
- * Nature Of The Problem: Dropdown menu with "choose one..." selected.
- * Priority: Dropdown menu with "choose one..." selected.
- # of Devices: Dropdown menu with "1" selected.

DESCRIPTION INFORMATION

A button labeled "Request New Site" is circled in red. To its right are "Cancel" and "Save" buttons.

2) Customers have to fill out all the mandatory fields

- Account Name (Mandatory)
- Address (Mandatory)
- City (Mandatory)
- State (Mandatory)
- Zip (Mandatory)
- Country (Mandatory)
- Contact Salutation (Mandatory)
- Contact Job Role (Mandatory)
- Contact Name (Mandatory)
- Contact Email (Mandatory)
- Contact Phone (Mandatory)

Requesting New Site fields to be filled:

The image shows a web form titled "Submit Request". It is divided into two main sections: "ACCOUNT INFORMATION" and "CONTACT INFORMATION".

ACCOUNT INFORMATION

- * Account Name: Text input field
- * Address: Text input field
- * City: Text input field
- * State: Text input field
- * Zip: Text input field
- * Country: Text input field

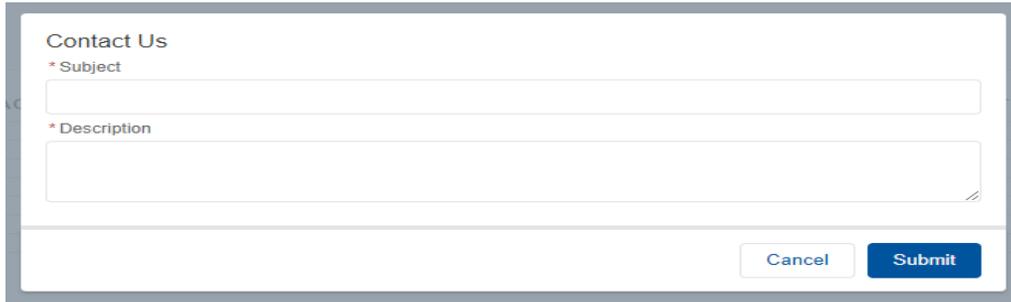
CONTACT INFORMATION

- * Contact Salutation: Dropdown menu with "Select an Option" selected
- * Contact Job Role: Dropdown menu with "Select an Option" selected
- * Contact Name: Text input field
- * Contact Email: Text input field
- * Contact Phone: Text input field

At the bottom right of the form, there are two buttons: "Cancel" (light blue) and "Submit" (dark blue).

Contact Us:

- 1) Customers can contact to the JCI internal team by filing the contact us form. Internal user is notified over the email about the query.
- 2) Option to Contact JCI internal team is available from the all community tabs.
- 3) Customers have to fill out all the mandatory fields
 - a. Subject
 - b. Description



Contact Us

* Subject

* Description

Cancel Submit

- 3) Global Service Management Team is notified by email (BE-GlobalService@ici.com)

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