



IBM GTSA – Maintenance & Technical Support US

IBM Service Request (SR)

Electronic PMR
Premium Support Routing

Setting up Premium Support Routing with a DAC in SR

- IBM Service Request (SR) provides a method for IBM Premium clients to utilize a Direct Access Code (DAC) for routing of service requests submitted through the IBM SR tool.
- If a valid DAC code is associated with a user's SR profile, the user will be routed directly to the appropriate Premium support team based on the service type selection made in SR. Please ensure you select Linux Custom Technical Support from the pull down.
- This presentation provides instructions for setting up a user profile to enable DAC routing and how to route PMRs to the correct premium support team.

Signing In to IBM Service Request

- Sign in to IBM Service Request (SR) with your IBM ID:

<http://www.ibm.com/support/servicerequest>

Sign in to IBM

Enter your IBMid [Forgot IBMid?](#)

Password [Forgot password?](#)

[Sign in](#)

New? [Create an IBMid.](#) [Help and FAQ](#)

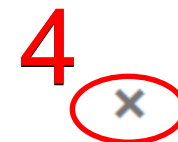
Modifying SR Preferences

- Click “Preferences” to edit your SR user profile. This will pop-up a new window.

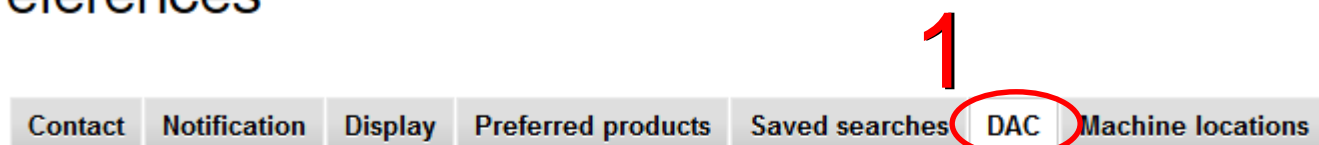
The screenshot displays the IBM Service Request (SR) user interface. At the top, there is a navigation bar with the IBM logo, a 'Marketplace' button, a search field, and user profile icons. The main content area is titled 'Service requests' and includes a search section with a dropdown menu set to 'by software request number', three input fields, and a 'Search' button. Below this is a 'Select country' section with a 'Search' button and a 'Quick search' dropdown menu. A prominent green button labeled 'New service request' is visible. On the right side, a vertical menu contains three items: 'Software registration', 'Preferences', and 'Help'. The 'Preferences' item is circled in red, and a red arrow points to it from the right. At the bottom of the page, there are two tabs: 'My software requests' (which is active) and 'My hardware requests'. A small blue icon with an asterisk and the text 'Open a new service request' is located at the bottom left.

Setting up a Direct Access Code (DAC) in SR

- In the pop-up window, click on the DAC tab (1) and enter your DAC code (2).
- Next click Submit (3) and finally click the X to close the pop-up window (4).



Preferences



My DAC code

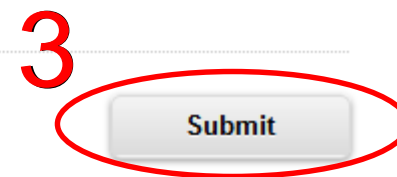
The Direct Access Code (DAC) is used to expedite service request routing for clients having an enhanced support service of either Account Advocate, Enhanced Technical Support or Custom Technical Support. If you have purchased one of these enhanced support services, entering a valid DAC code in your user profile will ensure your service request is given priority access and handling and routed quickly to your assigned Priority Support Team .

If you are not familiar with these enhanced support services and would like to learn more, please visit our [Software Support Services](#) site and explore the Software Support Services for Account Advocate, Enhanced Technical Support, and Custom Technical Support.

2 Please note: This feature is only applicable to certain agreements in the United States.

DAC code (5 digits)

12345



Routing a PMR to the appropriate Premium support group.

- Once a valid DAC code is associated with your profile, a service type selection box will appear when opening a service request in SR.
- Select the appropriate Premium service type and your service request will be routed to the appropriate Premium support group.
- For Linux premium support, for example, select “Linux Custom Technical Support / Advance Support”.

Service request qualifiers

Severity* 1 2 3 4 [Help](#)

System is down

Request type* [Help](#)

Software Defect Support

Software Usage Support

Service type [Help](#)

Please select your operating system which will ensure the proper routing of your s

Operating system*