

How to Access and Navigate the SYNnex Service Request Portal

On Monday, May 7th, the SYNnex Service Request Portal will go live to accept new requests for

- UCC Presales Requests
- UCC Service Renewal Requests
- UCC Avaya Contract Cancellation Requests

The SYNnex Service Request Portal can be reached through ECEExpress at <https://ec.synnex.com/ecx>.

1. SYNnex ECEExpress Login Page

SYNnex
ECEExpress

Remember Email Show Password [Forgot password?](#) [Login](#)

For XML, Web Services, EDI and eStorefront information, visit our [eSolutions page](#). [Download Our Mobile App](#)

- Have an account# but no access to ECEExpress yet? [Apply for access: East Coast Customers | West Coast Customers](#)
- Become a SYNnex customer? [Apply for an account](#).
- Need help? Contact SYNnex Helpdesk Services: [By email](#) or phone: (888) 688-7558 M-F (7:30am-9pm ET / 4:30am-6pm PT)

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Intel CORE i5 Inside

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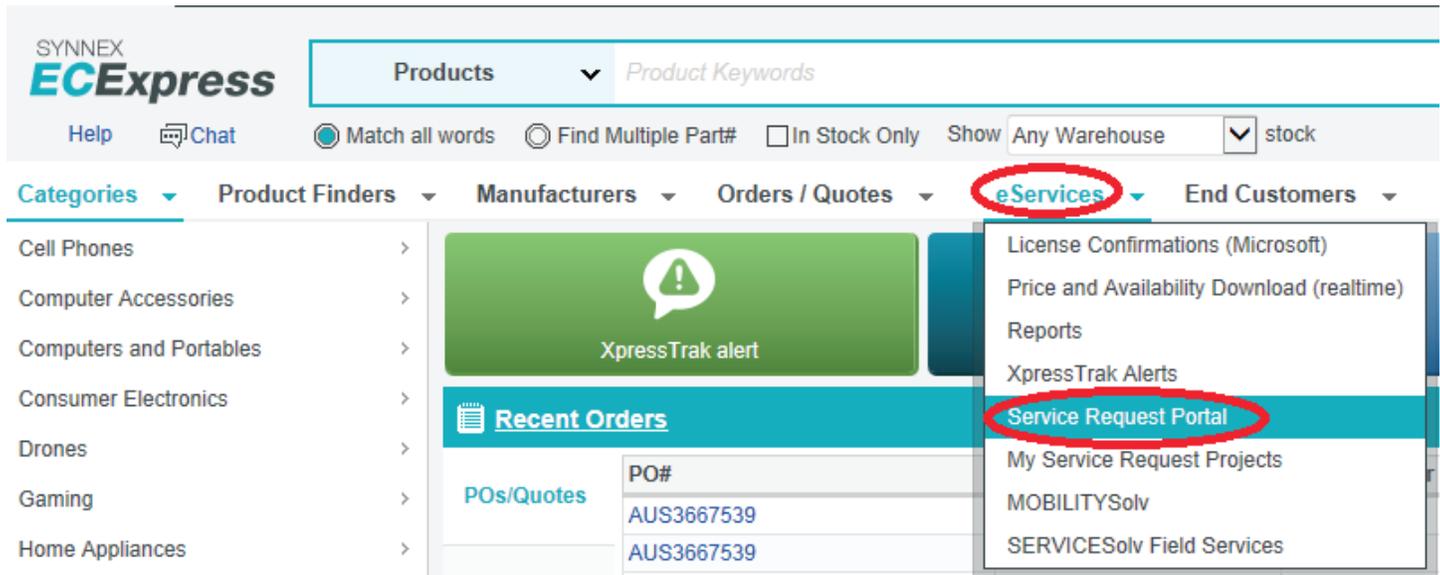
ECEExpress 7.6.4.201804180711 Copyright © 2002-2018 SYNnex Corporation. All Rights Reserved.

Please check the site today and request your new ECEExpress account, if you don't already have one!

You will receive a confirmation e-mail when your account has been created. Click the "Create your password" button in the email and then log into ECEExpress.

2. ECExpress menu item - eServices > Service Request Portal

To access the SYNnex Service Request Portal, from the ECExpress main search bar select *eServices > Service Request Portal*



In the SYNnex Service Request Portal, you will be able to request

UCC Presales Technical Assistance for

- Audiocodes
- Avaya
- Ciena
- Juniper
- Oracle
- Polycom
- Ribbon/Sonus

UCC Services Renewal Assistance for

- Avaya
- Juniper
- Polycom
- Ribbon/Sonus

You will also be able to submit requests for Avaya Contract Cancellations.

If you have questions or require assistance, contact SYNnex Helpdesk Services at HelpdeskUS@synnex.com (US), HelpdeskCA@synnex.com (Canada) or by phone at (888) 688-7558, M-F 7:30am-9pm ET / 4:30am-6pm PT.

OR the Service Request Portal also can be accessed through Westview

North America Westcon-Comstor Customers will be automatically redirected from the Westview Portal to the Westcon-Comstor "WE HAVE MOVED..." landing page.

Please select either the United States or Canada button to proceed to ECExpress.



SYNNEX and Westcon-Comstor Americas have come together to strengthen your business through our combined capabilities, solutions, and value. One of the ways we are doing this is by providing simplified forms and a clean look to the webpages you can use to submit your Solution Design and Vendor Services requests.

Customers currently using the WestView Technical Assistance Portal in the United States and Canada are now supported on the SYNnex Service Request Portal accessible through the SYNnex e-commerce tool, *ECExpress*.

You are almost there! Click your country below to login to *ECExpress*.

- United States
- Canada

If you do not already have an *ECExpress* Account, directions for opening an account can be found on the *ECExpress* landing page.

3. Accessing the Service Request Portal

Welcome Westcon-Comstor Customers!

SYNNEX *ECExpress* is your new place for submitting and tracking Westcon Solution Design and/or Vendor Service requests.
You will need an *ECExpress* account to login. Please contact your sales rep, or see the  icon below for instructions.

For Westcon-Comstor Customers, what is *ECExpress*?

SYNNEX' *ECExpress* is a real-time back office management and eCommerce platform that streamlines PO submission, quote creation and checking of invoices, and submittal of requests for Solution Design and/or Vendor Services

What can *ECExpress* do?

- 
Xpresstrak
SKU&Order Alert
- 
Price and Availability
Download
- 
Bid Portal
- 
Reports
- 
Custom Product
Search
- 
Recent Orders
- 
PO Submit
- 
Solution Design &
Vendor Service
Requests

For those redirected from the Westview Technical Assistance Portal:

How to submit and track Westcon Solution Design and/or Vendor Service requests:

1. Login into *ECExpress*
2. From main search bar, select eServices > Service Request Portal
3. Follow the directions to select the requests you want to submit.

It's powerful and flexible. Try it today!



Remember Email
 Show Password
 [Forgot password?](#)

For XML, Web Services, EDI and eStorefront information, visit our [eSolutions page](#).

- Have an account# but no access to *ECExpress* yet? [Register here..](#)
- Become a SYNnex customer? [Apply for an account.](#)
- Need help? Contact SYNnex Helpdesk Services: [By email](#) or phone: 416-240-2900 M-F (7:30am-9pm ET / 4:30am-6pm PT)

4. ECExpress menu item – eServices > Service Request Portal

After logging into ECExpress, from the main search bar select eService > Service Request Portal (see screenshot below). This is the new location for submitting Westcon UCC Technical Pre-Sales and Services Renewal Requests.

The screenshot shows the ECExpress website interface. At the top left is the SYNNEX ECExpress logo. Below it are navigation links for Help and Chat. A search bar contains 'Products' and 'Product Keywords'. There are several filter options: Match all words (selected), Find Multiple Part#, In Stock Only, Show Any Warehouse, and stock. The main navigation bar includes Categories, Product Finders, Manufacturers, Orders / Quotes, eServices (circled in red), and End Customers. The eServices dropdown menu is open, listing: License Confirmations (Microsoft), Price and Availability Download (realtime), Reports, XpressTrak Alerts, Service Request Portal (circled in red), My Service Request Projects, MOBILITYSolv, and SERVICESolv Field Services. On the left, a list of categories is visible: Cell Phones, Computer Accessories, Computers and Portables, Consumer Electronics, Drones, Gaming, and Home Appliances. In the center, there is a green XpressTrak alert box and a 'Recent Orders' section with a table of POs/Quotes.

POs/Quotes	PO#
	AUS3667539
	AUS3667539

5. My Service Request Portal

The first time you access the Service Request Portal you will be directed to the **My Service Request Portal** screen. This screen will list the Projects for which you can submit requests.

Click the "Go to Service Request Portal" link to continue the **Service Request Portal**.

The screenshot shows the My Service Request Portal screen. It starts with a greeting: "Hi lourdesm@synnex.com". Below that, it says: "Here are the Projects that you can submit service requests. Click 'Go to Service Request Portal' to proceed." A table lists the projects:

Project Key	Project Name	Project Leader
HPE	HP Enterprise	Lourdes Moore
UCCCC	UCC Ayaya Contract Cancellaton	Lourdes Moore
UCCPS	UCC Presales Engineering	Linda
UCCR	UCC Renewals	Lourdes Moore

At the bottom right, there is a blue link "Go to Service Request Portal" circled in red.

6. Welcome to the Service Request Portal

Below is your main landing page for the **Service Request Portal**. Please select the Team to which you wish to direct requests.

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Welcome to the Service Request Portal

🔍

Which of the following best describes what you need help with?

- [UCC Presales Engineering](#)
- [UCC Avaya Contract Cancellations](#)
- [UCC Renewals](#)

[Back](#)

If you selected “UCC Presales Engineering” for example, you will be taken to that team’s request page. You can bookmark this page for quick future access.

Per the directions on the screen, select the type of request.

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Westcon Americas
A SPINEX Corporation Company

Service Request Portal |

UCC Presales Engineering

WELCOME!
You can request UCC Presales Engineering Support from the options below. Please select the Vendor on the left and the type of request from the list on the right.

🔍

- Audiocodes
- Avaya**
- Ciena
- Juniper
- Polycom
- Ribbon (Sonus)
- Oracle (Acme Packet)
- Other

-  [Avaya Aura - New Design](#)
-  [Avaya Aura - Upgrade or Addition Design](#)
-  [Avaya Midmarket \(IP Office\) Design](#)
-  [Avaya NES \(Nortel\) - New/Upgrade or Addition Design](#)
-  [General Presales Request](#)

Fill out the Request form and click "Create" to submit your request. You will receive an email confirming that your request was received.

Service Request Portal

Service Request Portal / UCC Presales Engineering
General Presales Request

Raise this request on behalf of

 Lourdes Moore

Please describe your request

US/CA?

None

Weston Account Manager

End Customer Company

Quote Numbers

Attachment

 Drag and drop files, paste screenshots, or
[browse](#)

Create Cancel

Please Note: You will not receive an on-screen message that your request was submitted. Instead, a new page will be displayed showing the details of your Request.



General Presales Request - Audiocodes OPEN



Comment on this request...



Details 02/May/18 1:29 PM

Please describe your request
I need help with Audiocodes design.

US/CA?

US

Westcon Account Manager

John Doe

End Customer Company

JD Company

You can also view the status or add comments to any of your requests by selecting the "Requests" link in the upper right-hand corner of the Service Request Portal, and then selecting the specific request that you wish to view.

Service Request Portal

Requests

Export

Open requests Created by me Avaya Aura - New Design Search for requests

Type	Reference	Summary	Service desk	Status	Requester
	UCCPS-51	Avaya Aura - New Design Request	UCC Presales Engineering	OPEN	Lourdes Moore
	UCCPS-50	Avaya Aura - New Design Request	UCC Presales Engineering	OPEN	Lourdes Moore

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