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 EC*Express* at https://ec.synnex.com/ecx.

1. SYNNEX ECExpress Login Page

Please check the site today and request your new EC*Express* 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 EC*Express*.

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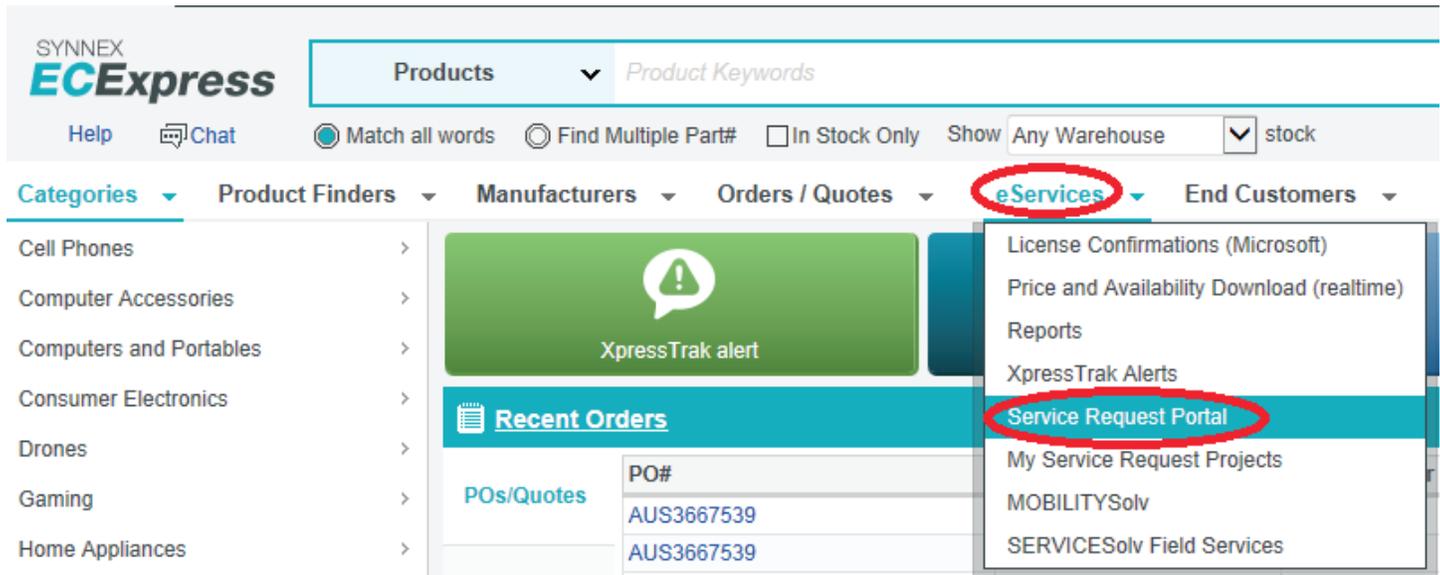
In the SYNNEX Service Request Portal, you will be able to request

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, EC*Express*.

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

United States   **Canada**

If you do not already have an EC*Express* Account, directions for opening an account can be found on the EC*Express* 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?

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.

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

It's powerful and flexible.
Try it today!

SYNNEX
ECExpress

✉ Email Address   🔒 Password   **Login**
☑ Remember Email   ☐ Show Password   Forgot password?

For XML, Web Services, EDI and eStorefront information, visit our eSolutions page.   Download Our Mobile App

- 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. EC*Express* menu item – eServices > Service Request Portal

After logging into EC*Express*, 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.

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**.

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.

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.

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

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.

Service Request Portal / **UCC Presales Engineering** / **UCCPS-9894**

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 42

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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