User Guide

MSD Power Page Portals

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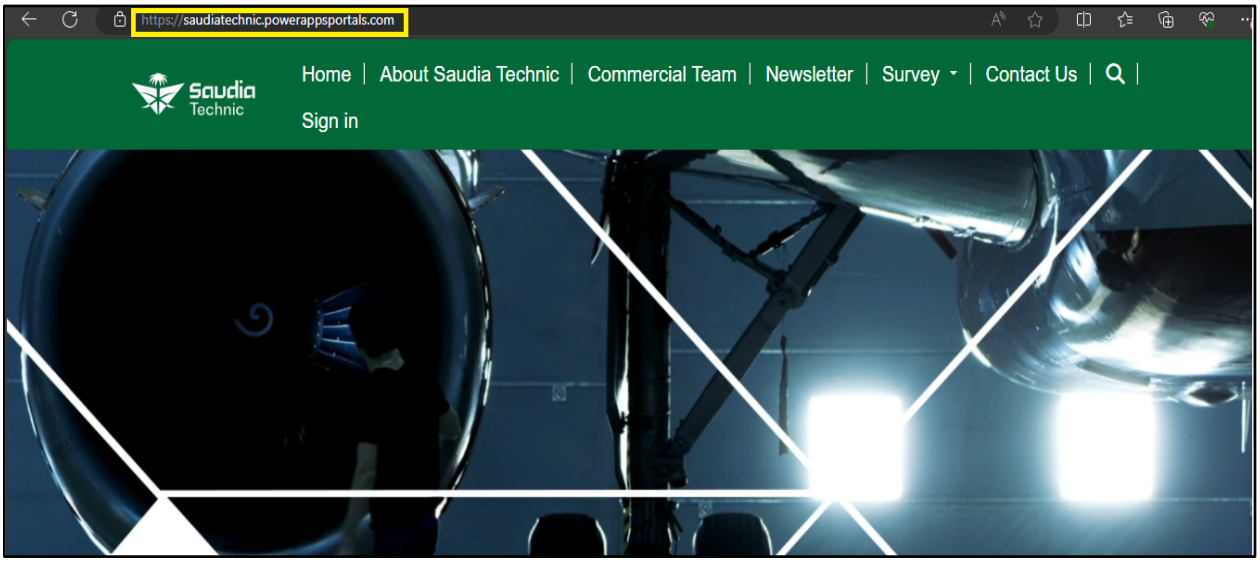
Saudi Technic Power Pages Portal

Open the browser and Click on the link: https://saudiatechnic.powerappsportals.com/

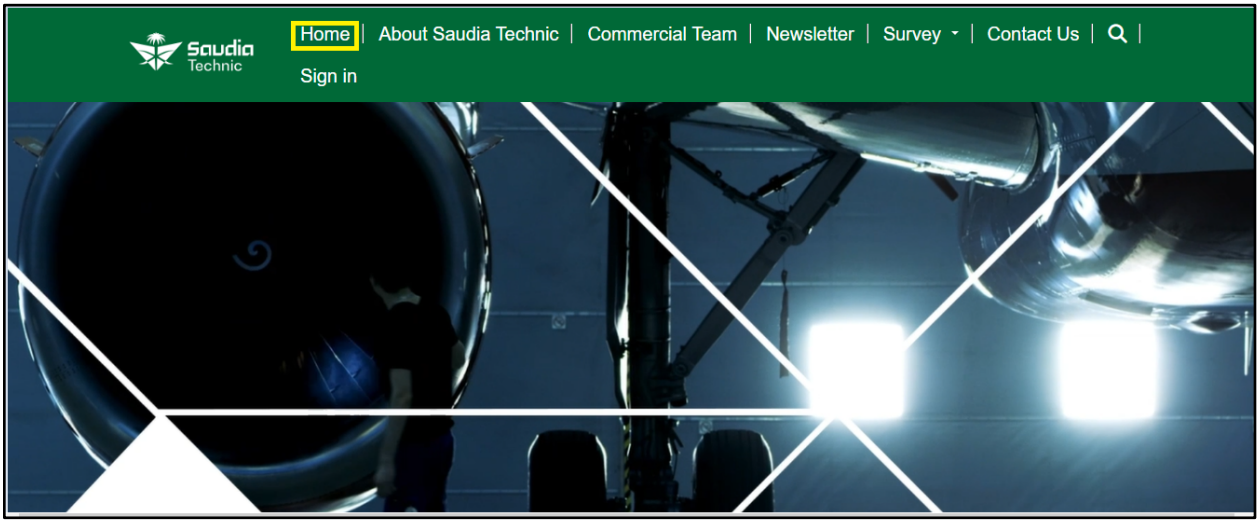
Users click on the link and portal will be displayed as shown below.

User will see this page after logging in: -



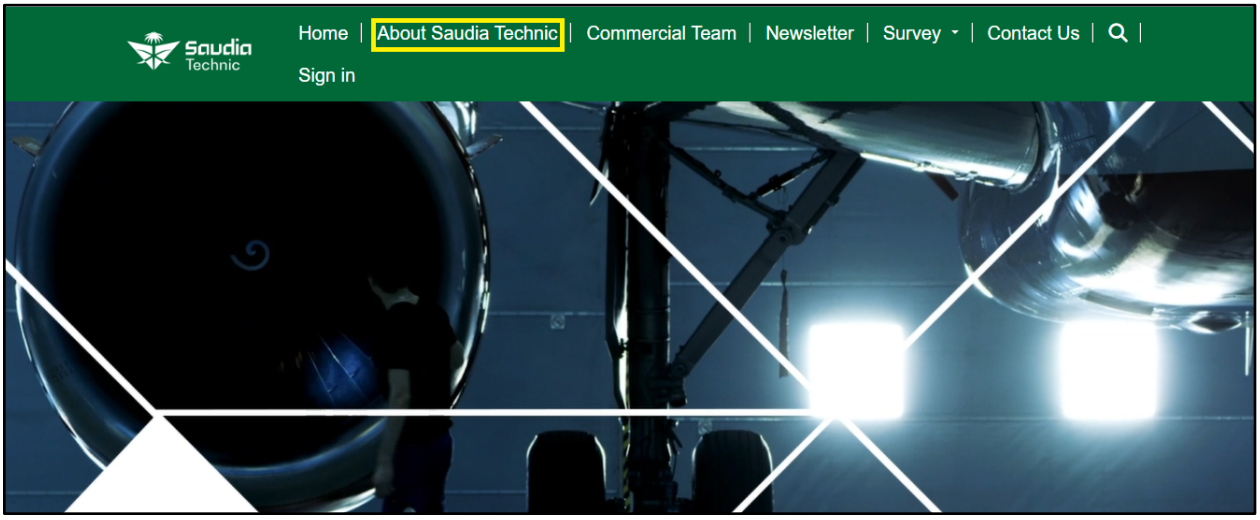
1. Home

After opening the link on the Browser, the following page portal will be displayed. Clicking on the Home tab button will display the Saudia Technic home page for power pages portal.

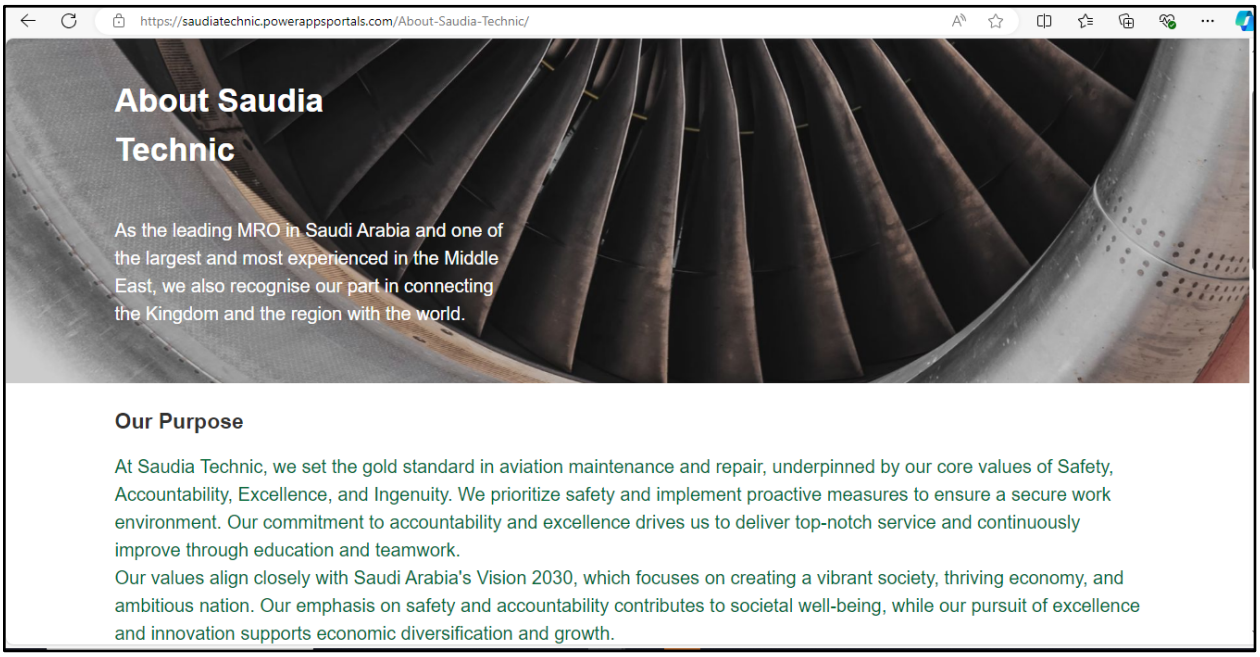


2. About Saudi Technic

Users need to click on the About Saudia Technic tab to know further details about the company. After you will get as shown in below image.

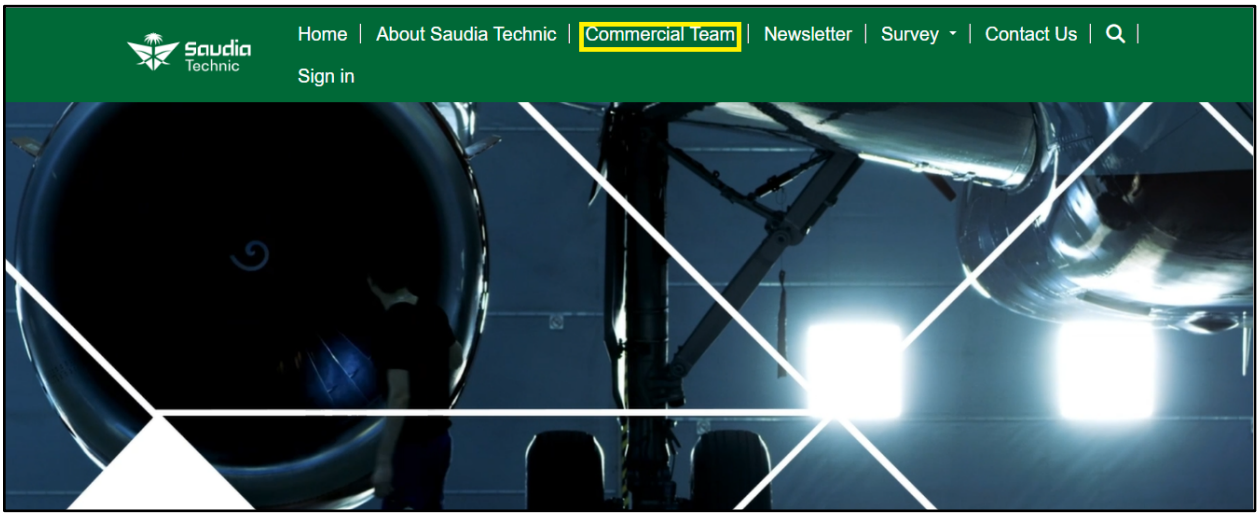


It includes details about the Saudia Technic Vision and mission for the coming years.

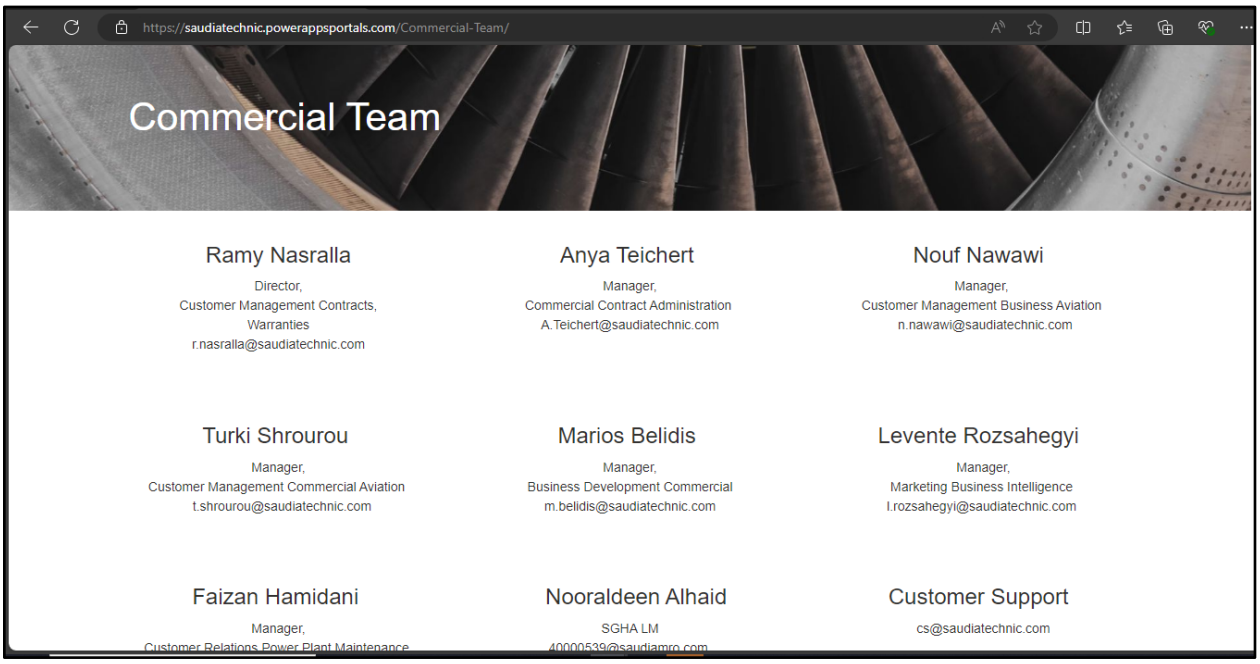


3. Commercial Team

Users need to click on Commerical Team tab to know the team members with their designated positions, Emails ID.

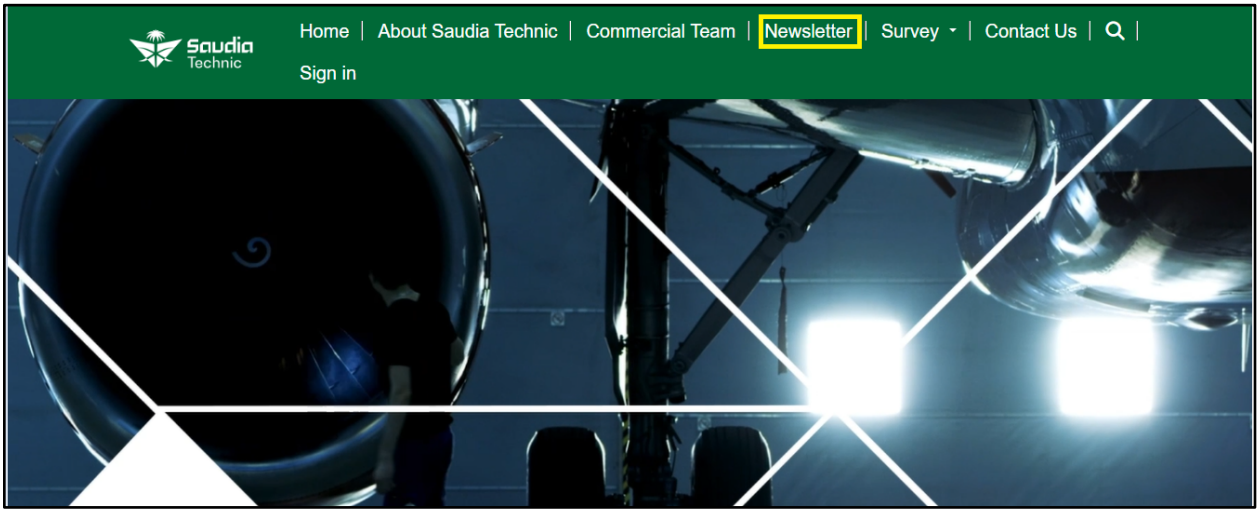


Further, it should be shown like this



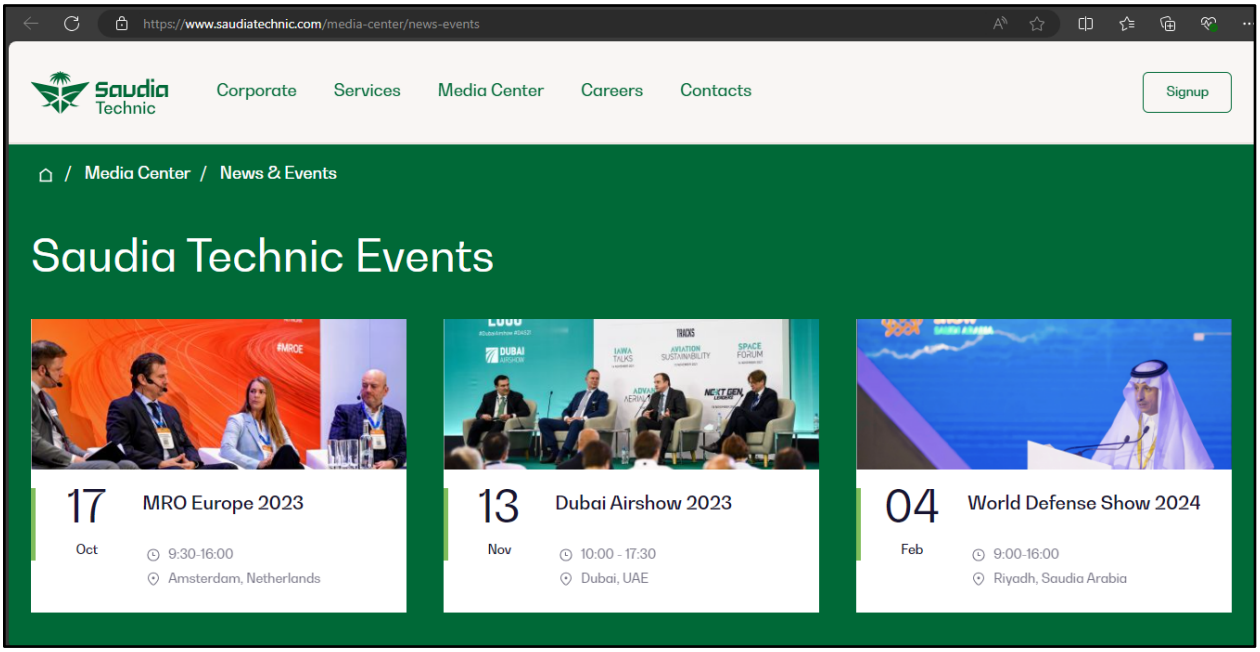
4. Newsletter

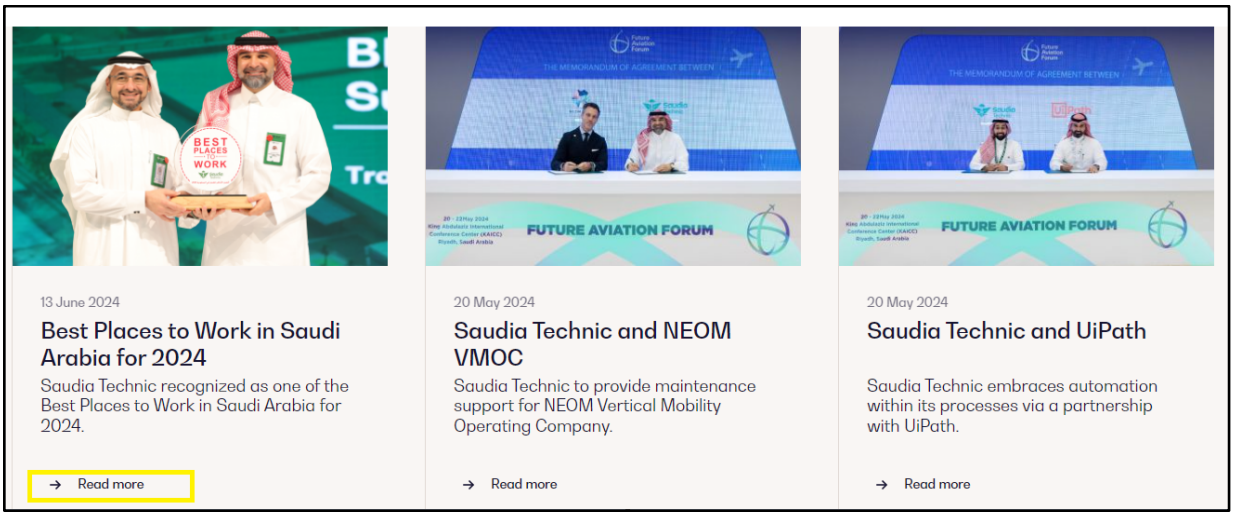
Users need to click on the Newsletter tab to know further details about the company. After you will get as shown in below image.



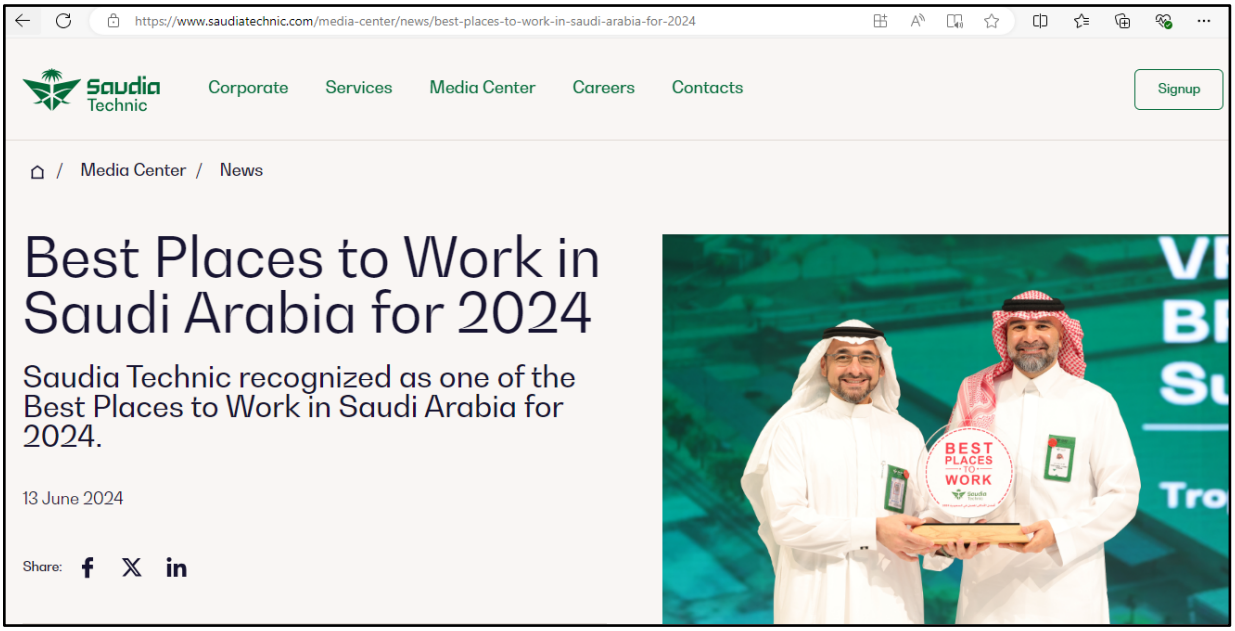
Newsletter would be opened in different tab which displays the Saudia Technic events and articles for the customers.

Clicking on the 'Read More' of the articles present on the Newsletter, it would be redirected to Saudia Technic website in a different tab.



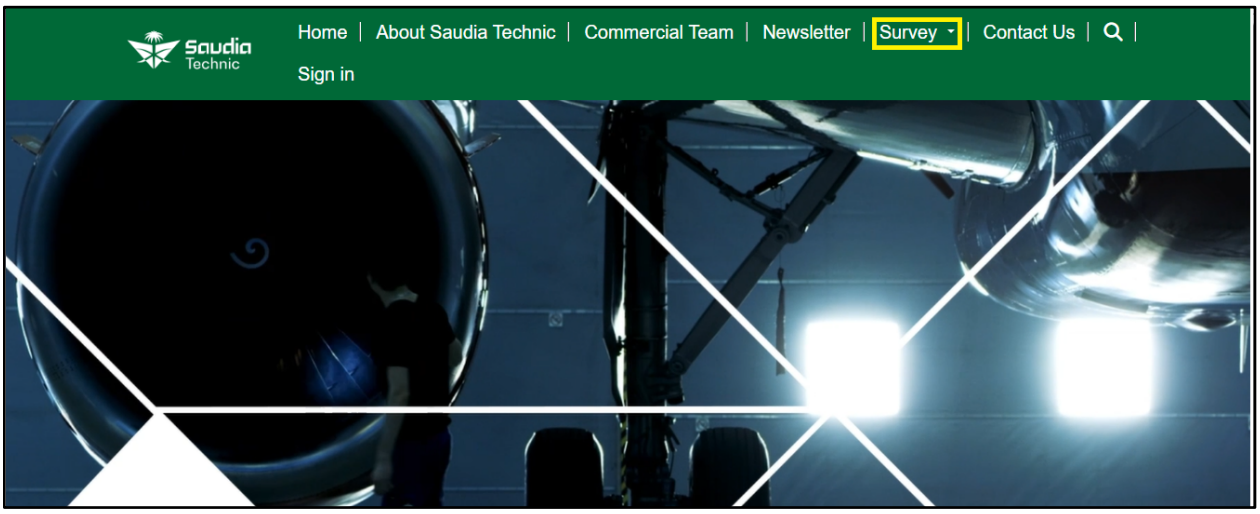


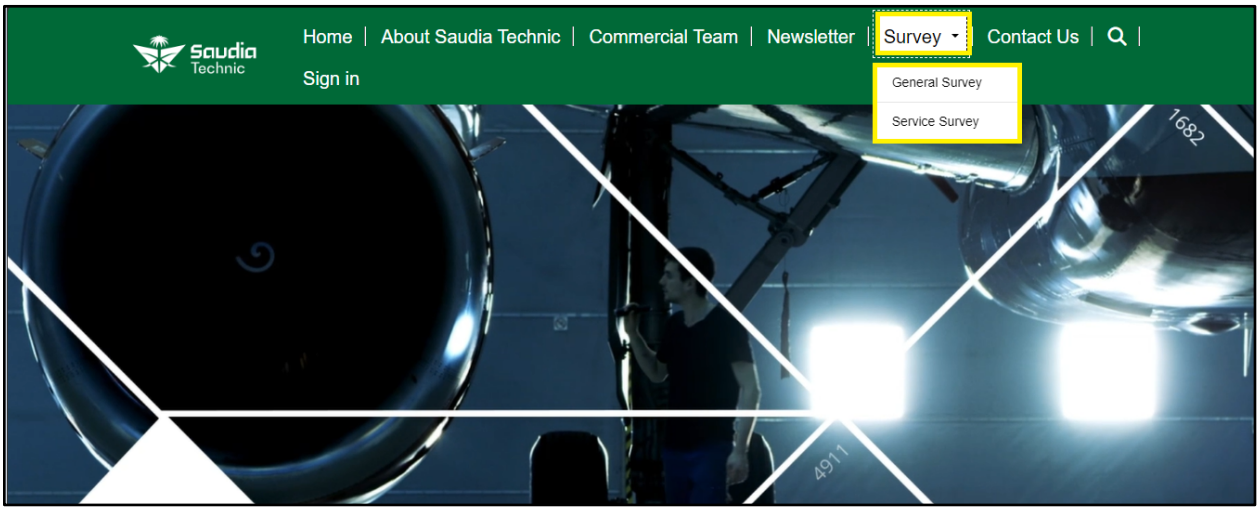
After Clicking on the 'Read More' of the articles present on the Newsletter, it would be redirected to Saudia Technic website in a different tab



5. Survey

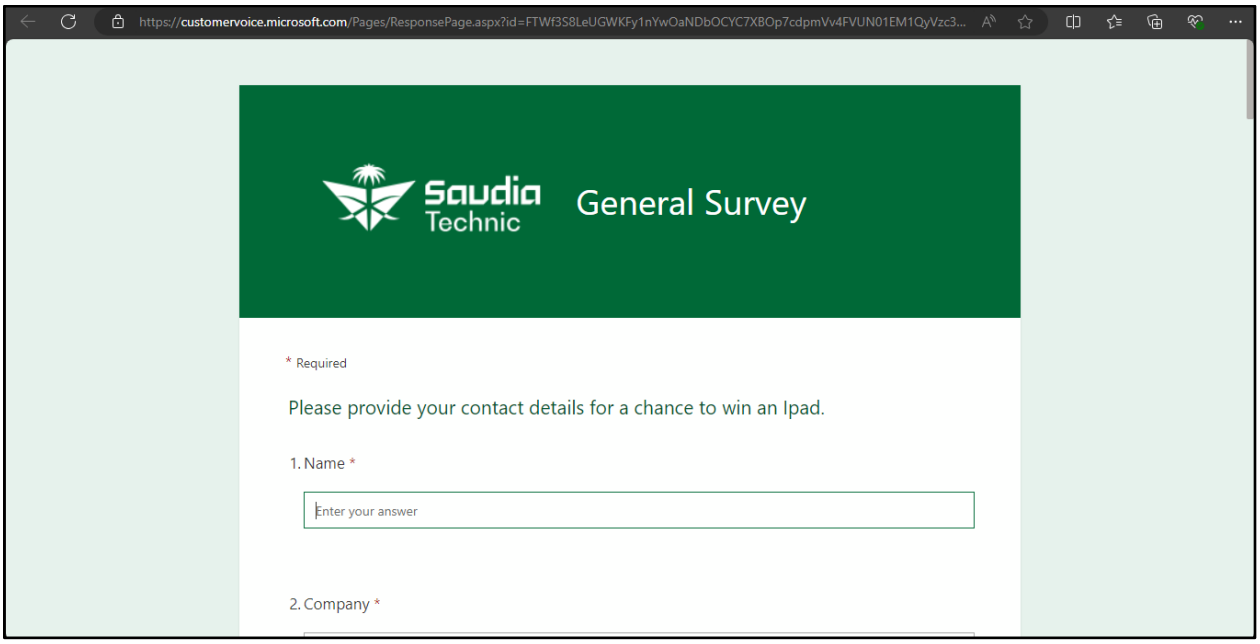
Users need to click on the Survey dropdown tab. Two types of surveys – General and Service surveys will be displayed. After that, you will get as shown in the image below.





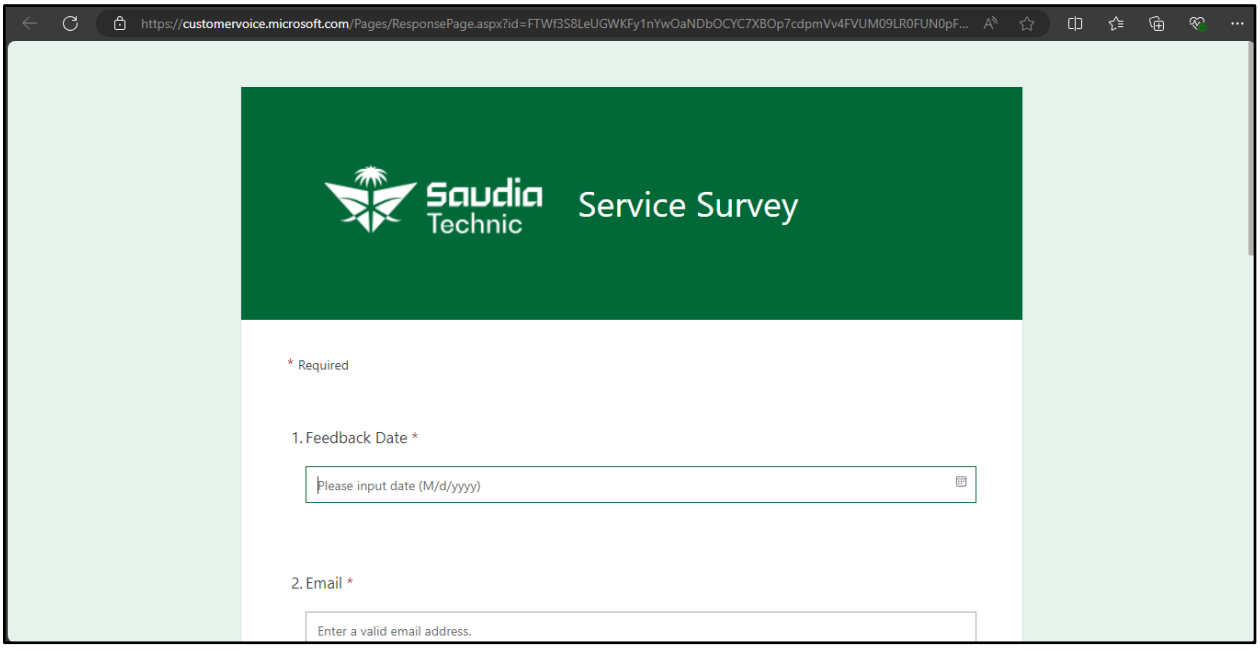
General Survey will open in the next tab for the user to fill in the Survey.

User needs to fill the survey and click on 'Submit' for final submission.



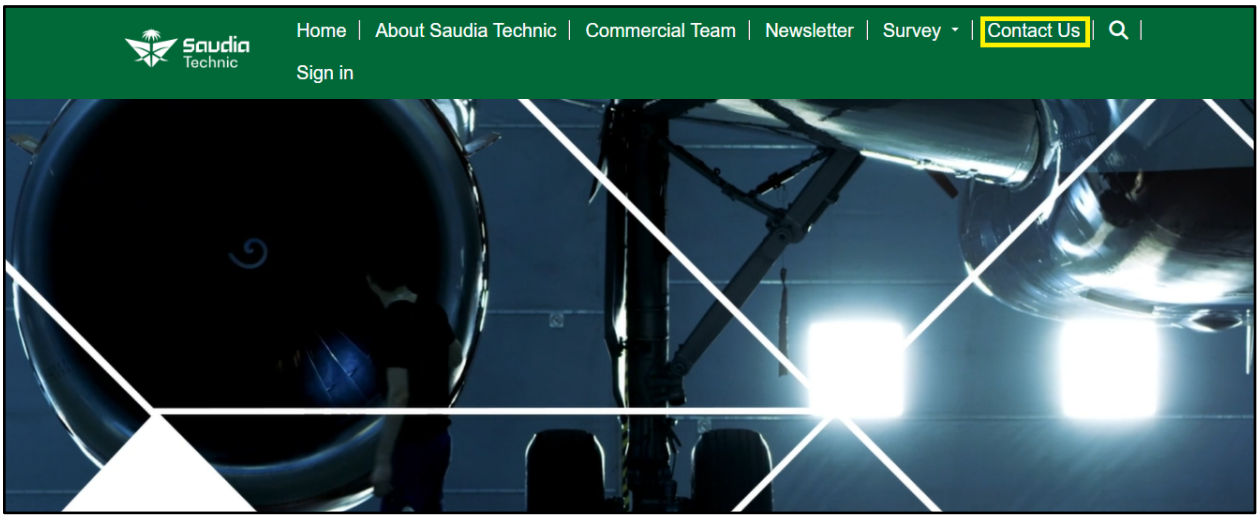
Service Survey will open in the next tab for the user to fill in the Survey.

User needs to fill the survey and click on 'Submit' for final submission



6. Contact Us

Users need to click on the CONTACT US tab to fill the further details.



The page would be opened as shown below to fill in the details. After filling in the details, click on the submit button.

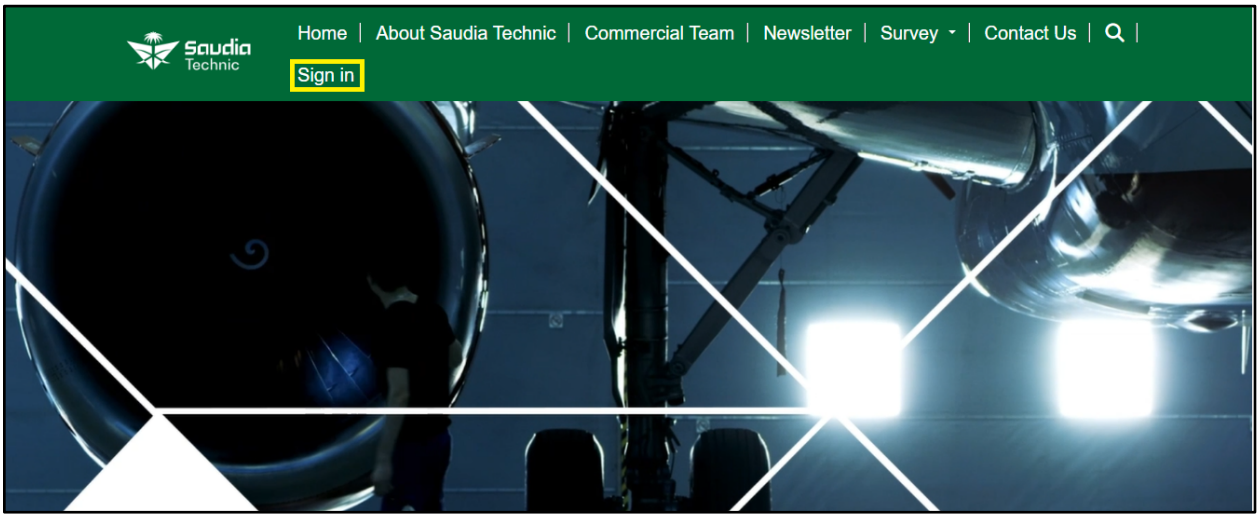
After clicking on 'Submit' Button, the 'Contact' record will be created in CRM.

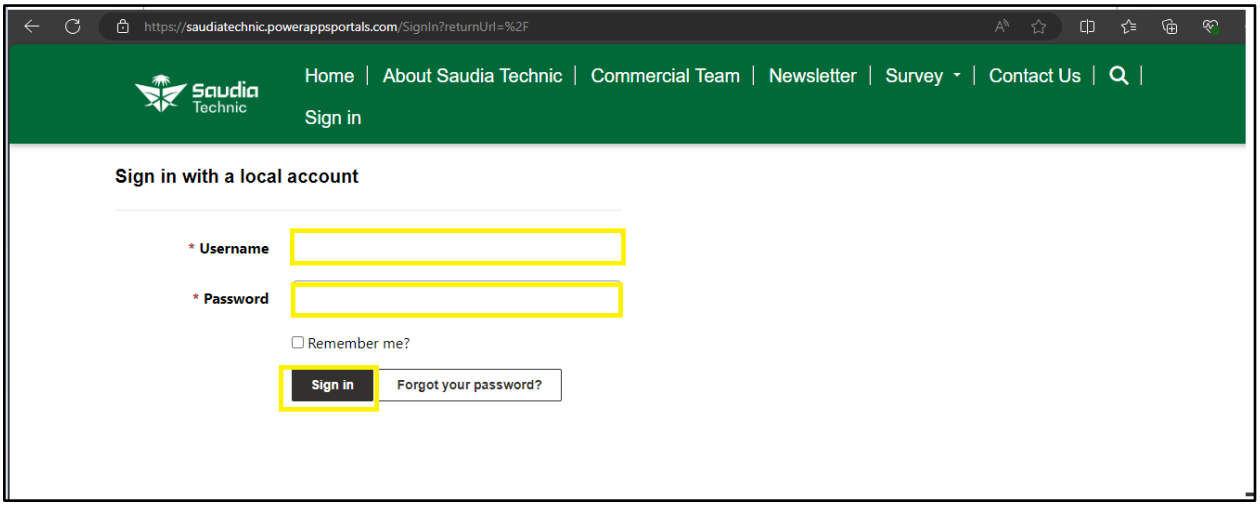
7. Sign In

Users need to click on the sign In tab to login to open the dedicated landing page.

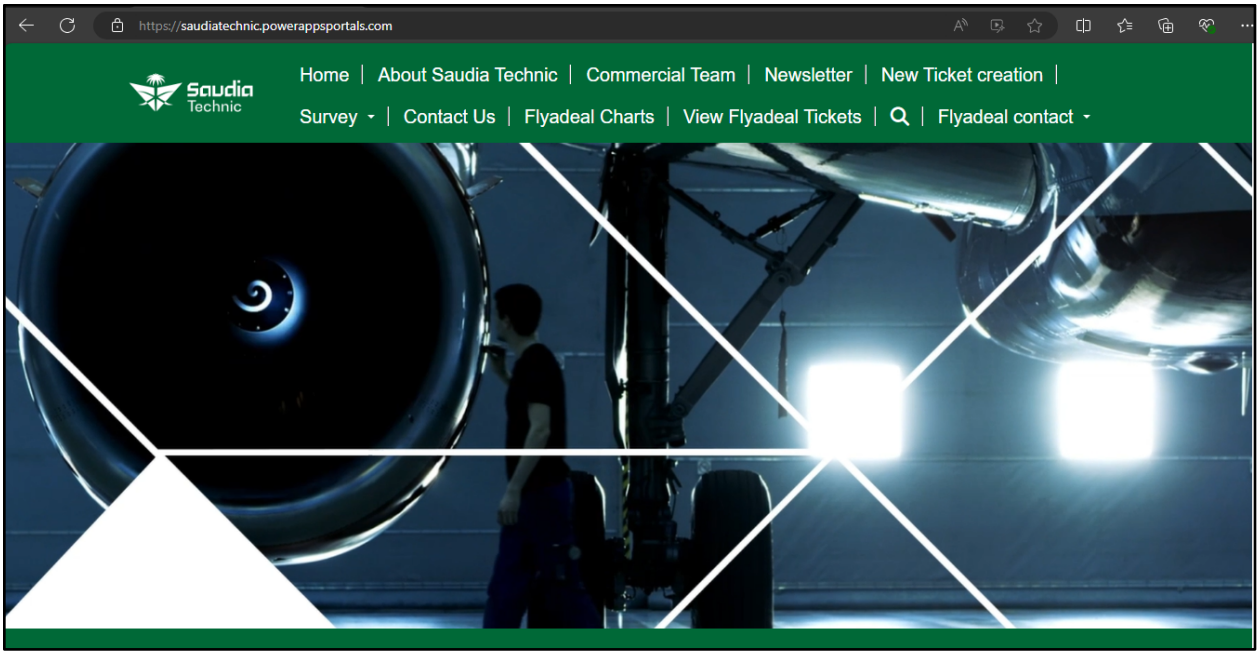
Write the username and password and click on the sign in button. After that, you will get as shown in the image below.

For example: Enter the required credentials to open the dedicated landing page





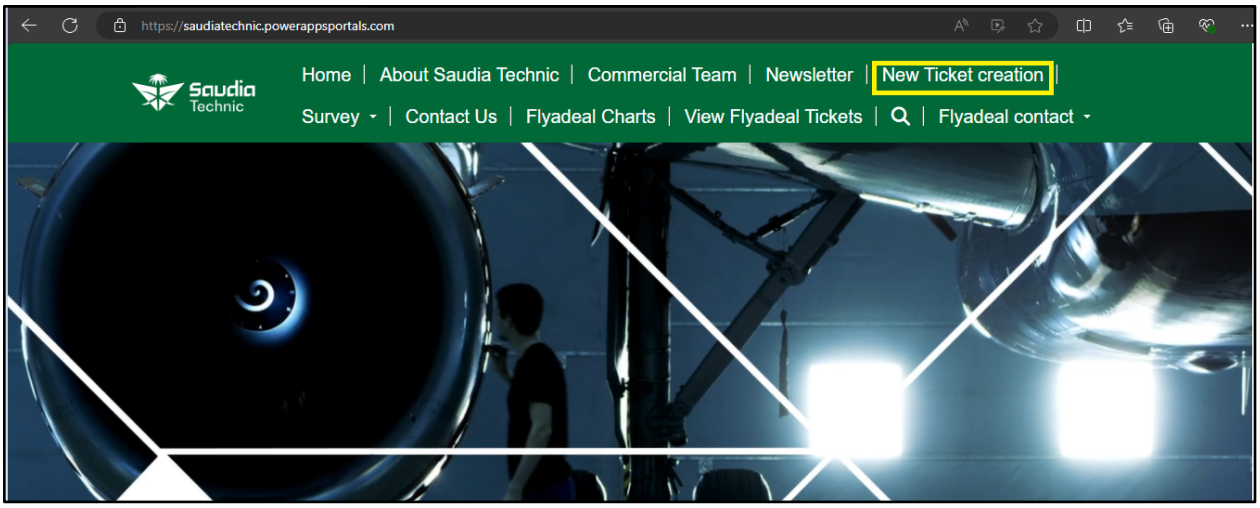
The following page would be displayed.


https://saudiatechnic.powerappsportals.com
Saudia Technic
Home | About Saudia Technic | Commercial Team | Newsletter | New Ticket creation |
Survey | Contact Us | Flyadeal Charts | View Flyadeal Tickets | Flyadeal contact

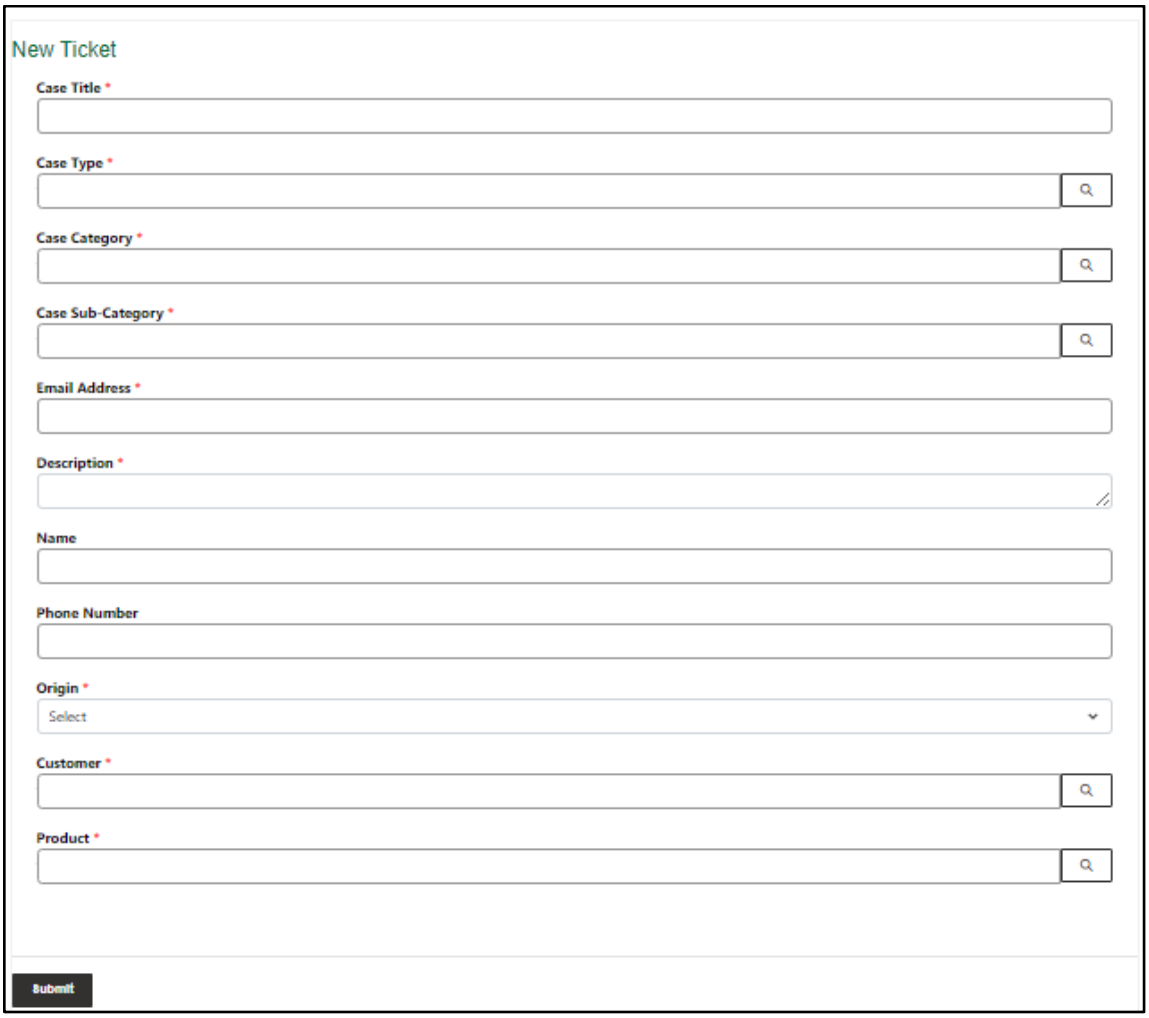
7.1 New Ticket Creation

From the displayed page, click on the new ticket creation tab to raise the tickets for the concerned issue.

Fill in the required details regarding the case and click on the submit button then the ticket will be created, and then NEW CASE will be created in CRM.

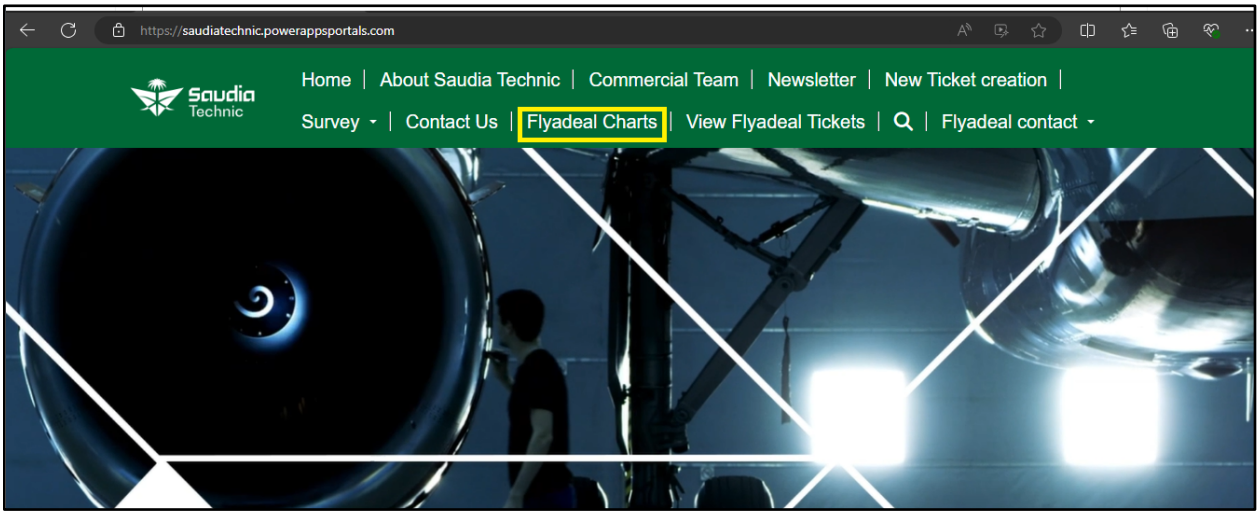


Following screen shows the fields to be filled out:


New Ticket
Case Title *
Case Type *
Case Category *
Case Sub-Category *
Email Address *
Description *
Name
Phone Number
Origin *
Select
Customer *
Product *
Submit

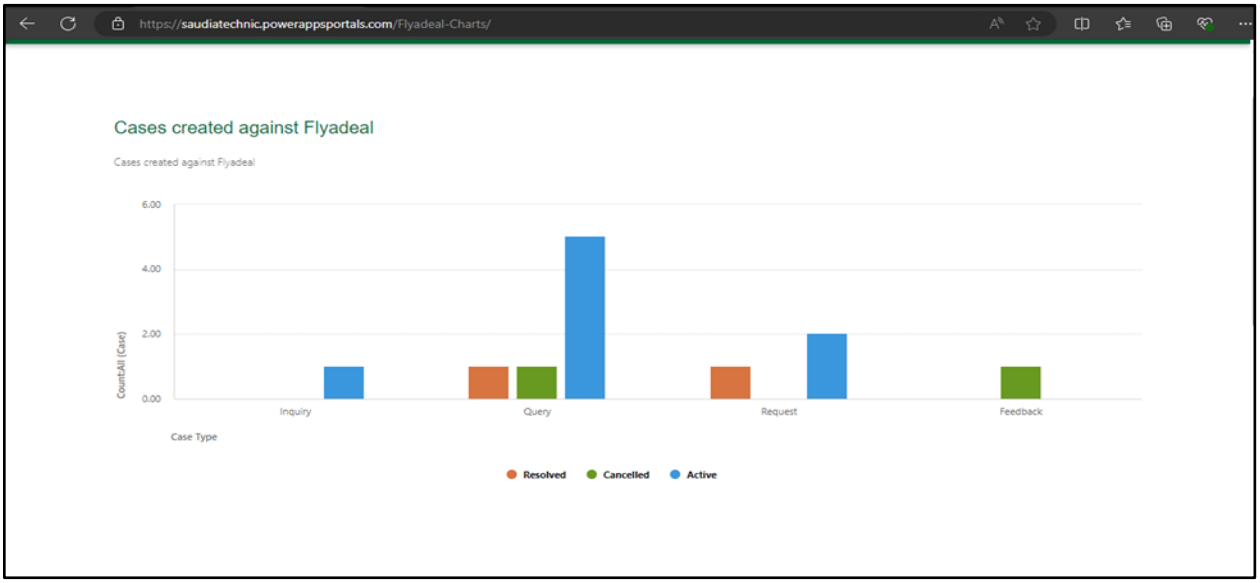
7.2 Customer Charts

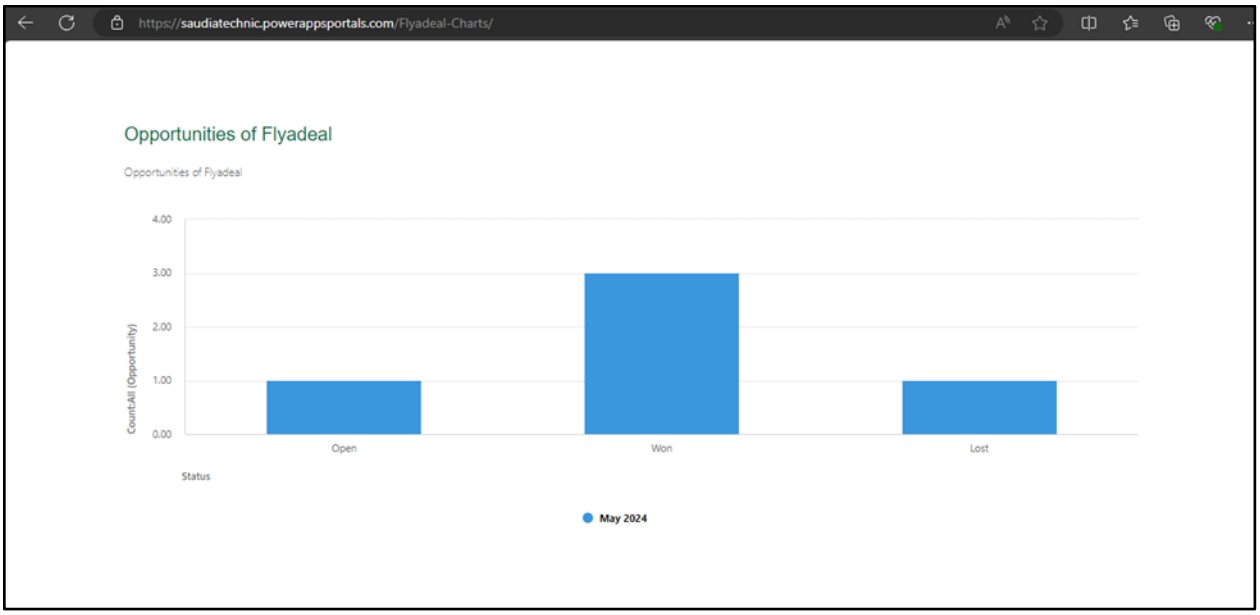
When user clicks on dedicated landing page charts tab, the charts associated with that customer would be displayed as shown. It includes the opportunity charts and case charts associated with that user.



After clicking on dedicated landing page charts, two charts would be displayed as shown below: -

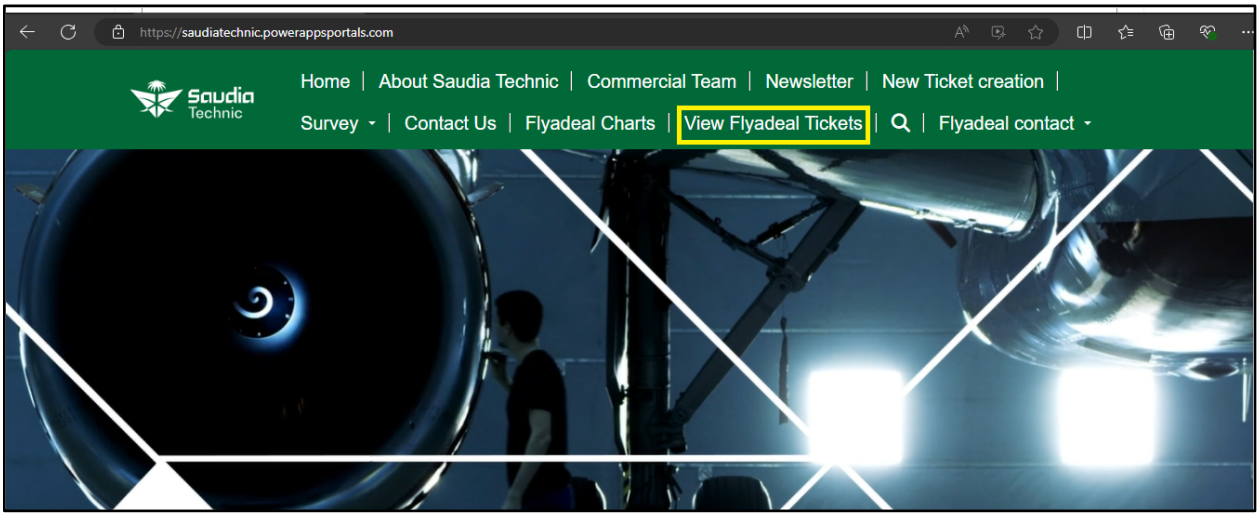
- The cases created with that account of the user logged in
- The opportunities associated with the user logged in



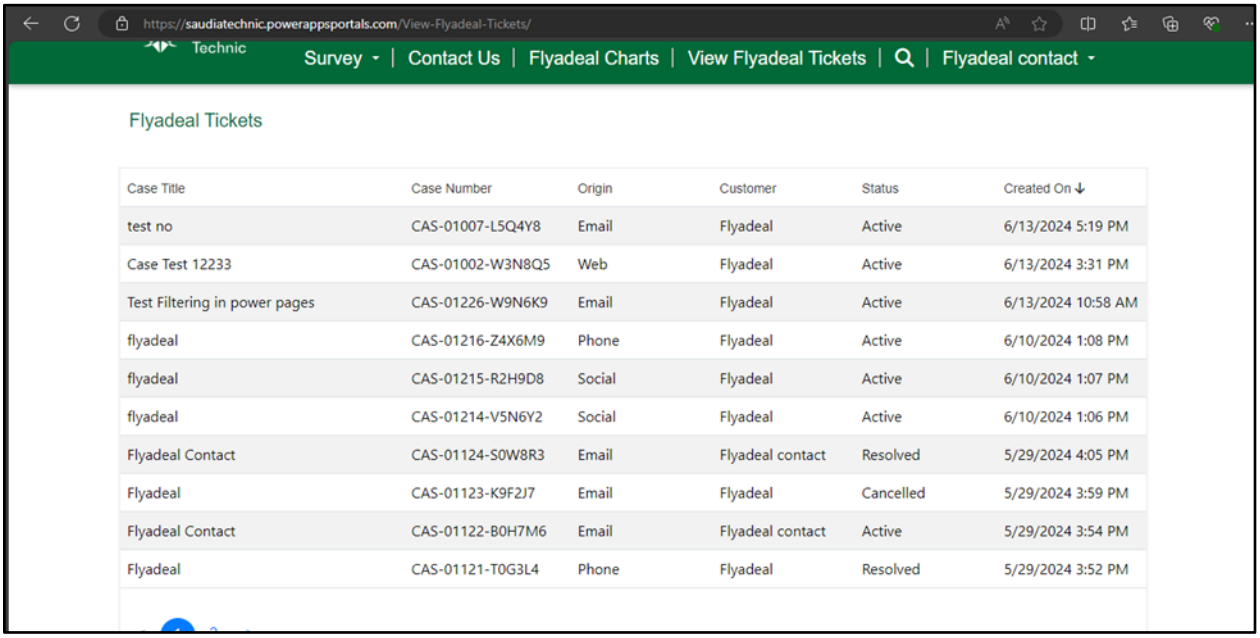

https://saudiatechnic.powerappsportals.com/Flyadeal-Charts/
Opportunities of Flyadeal
Opportunities of Flyadeal
4.00
3.00
2.00
1.00
0.00
Count:All (Opportunity)
Open
Won
Lost
Status
May 2024

7.3 Customer Tickets

When user clicks on View Tickets tab then all the tickets associated with that user are displayed as shown below:



It displayed the list of tickets associated with that user account.



Case Title	Case Number	Origin	Customer	Status	Created On ↓
test no	CAS-01007-L5Q4Y8	Email	Flyadeal	Active	6/13/2024 5:19 PM
Case Test 12233	CAS-01002-W3N8Q5	Web	Flyadeal	Active	6/13/2024 3:31 PM
Test Filtering in power pages	CAS-01226-W9N6K9	Email	Flyadeal	Active	6/13/2024 10:58 AM
flyadeal	CAS-01216-Z4X6M9	Phone	Flyadeal	Active	6/10/2024 1:08 PM
flyadeal	CAS-01215-R2H9D8	Social	Flyadeal	Active	6/10/2024 1:07 PM
flyadeal	CAS-01214-V5N6Y2	Social	Flyadeal	Active	6/10/2024 1:06 PM
Flyadeal Contact	CAS-01124-S0W8R3	Email	Flyadeal contact	Resolved	5/29/2024 4:05 PM
Flyadeal	CAS-01123-K9F2J7	Email	Flyadeal	Cancelled	5/29/2024 3:59 PM
Flyadeal Contact	CAS-01122-B0H7M6	Email	Flyadeal contact	Active	5/29/2024 3:54 PM
Flyadeal	CAS-01121-T0G3L4	Phone	Flyadeal	Resolved	5/29/2024 3:52 PM

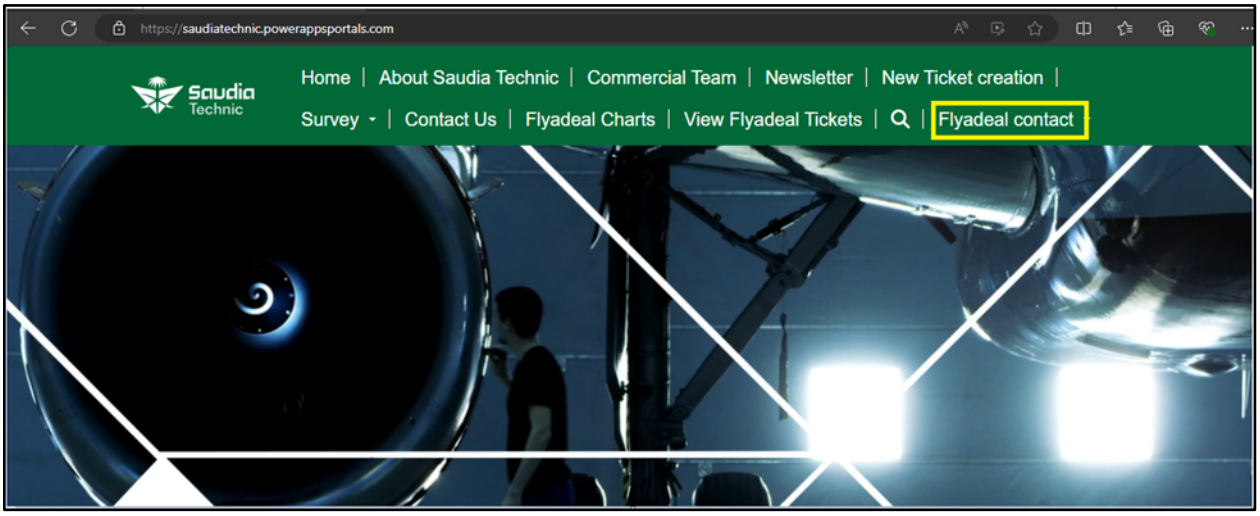
Please note that the Case Management communication takes place via email, this is a current list only.

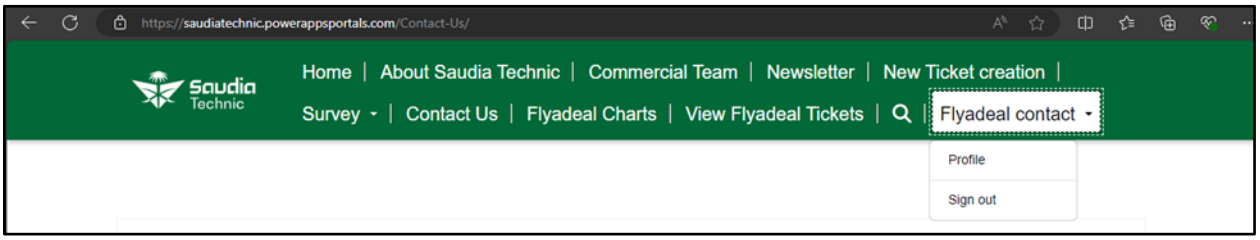
7.4 Customer Contacts

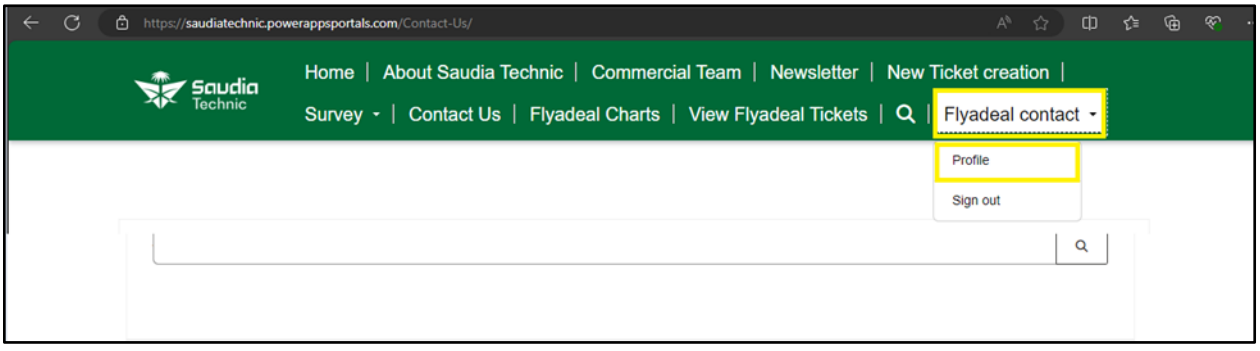
When the user clicks on contact dropdown, then two options will be displayed. One is Profile and the other sign out.

When user clicks on profile, then the profile page is displayed wherein relevant information can be added.

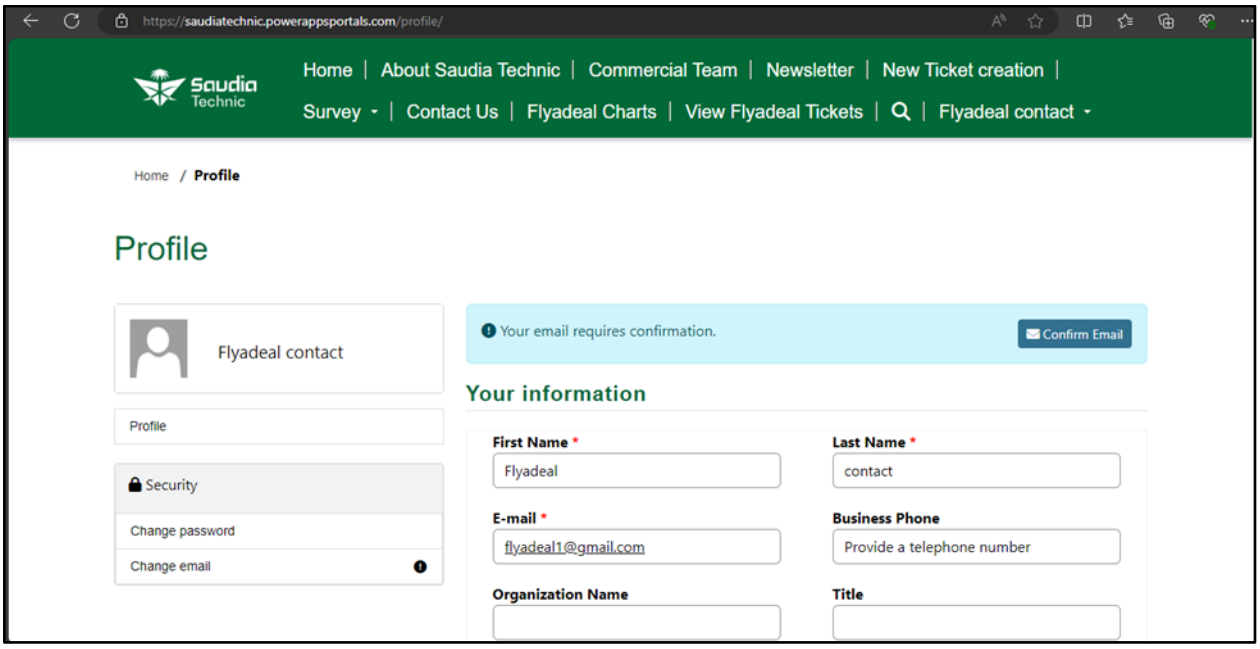
Clicking on sign out would remove the user from the logged in account.



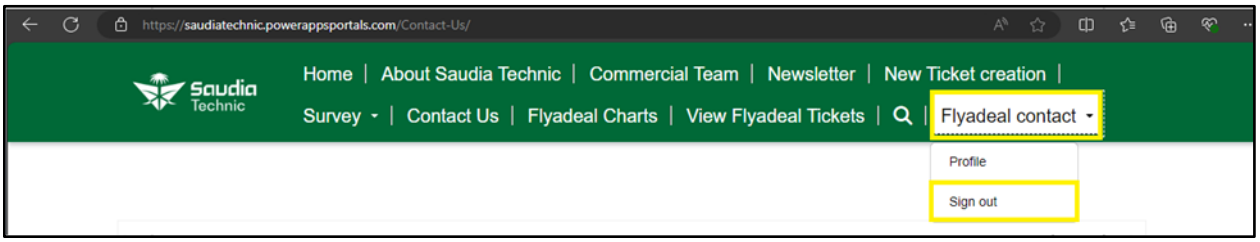




Write the required information of the user as shown in the image below:



To ‘sign out’ from the logged in account, click on the sign out button.



New Access creation:

Please contact your respected Customer Success Manager.