

NCR Voyix

Customer Support Portal User Guide

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Background and Description

NCR Voyix Customer Support Portal is a personalized website that provides users with a centralized platform to access important company information and utilize self-service features. It offers a streamlined, one-stop destination where customers can create cases, track issues, or find solutions to common problems.

Customer Support Portal is important for several reasons, especially in the context of customer support and service management:

Centralized Issue Tracking: It allows customers to submit, track, and manage their issues or requests in one place. This improves transparency and ensures that nothing falls through the cracks.

Efficient Issue Resolution: By categorizing and prioritizing cases, support teams can address urgent issues quickly. This results in faster and more efficient resolutions.

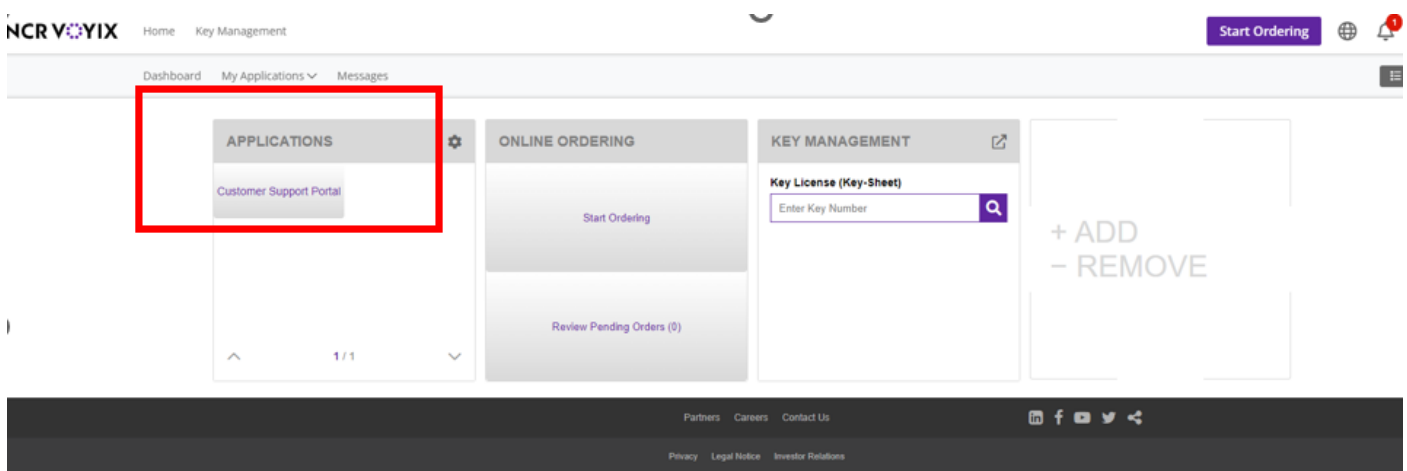
Customer Empowerment: Customers can self-serve by checking the status of their cases without needing to contact support multiple times.

A customer ticket portal enhances both customer experience and operational efficiency.

User Access

Customer Support Portal can be accessed through Customer Portal <https://customerportal.ncrvoyix.com/>

It is a prerequisite for users to be configured and profiled in Customer Portal before accessing the Customer Support Portal.



Home Page

Supporting functions are available on the top ribbon:

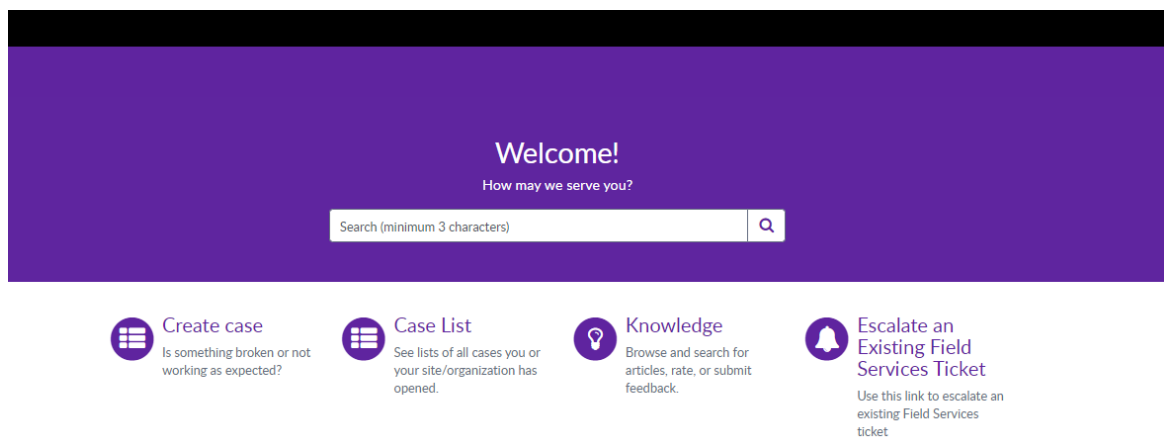
- **NCR Voyix Logo** – clicking on the top left corner – **NCR Voyix** company logo will bring you back to the home page.
- **Tours** - Click on Tours to see quick steps on How to use the main support functionalities.
- **Your Name** - By clicking on User's name, customer user can see their **Profile** or **Log out**.

Profile page provides portal users with a chance to view and manage their personal information (Name, Surname, email) and manage **Notification preferences** and **Language**.



Home page provides intuitive access to the Portal's main functionalities:

- Create Case
- Case List
- Knowledge
- Escalate an Existing Field Services Ticket (not visible for users with HSR dispatch)

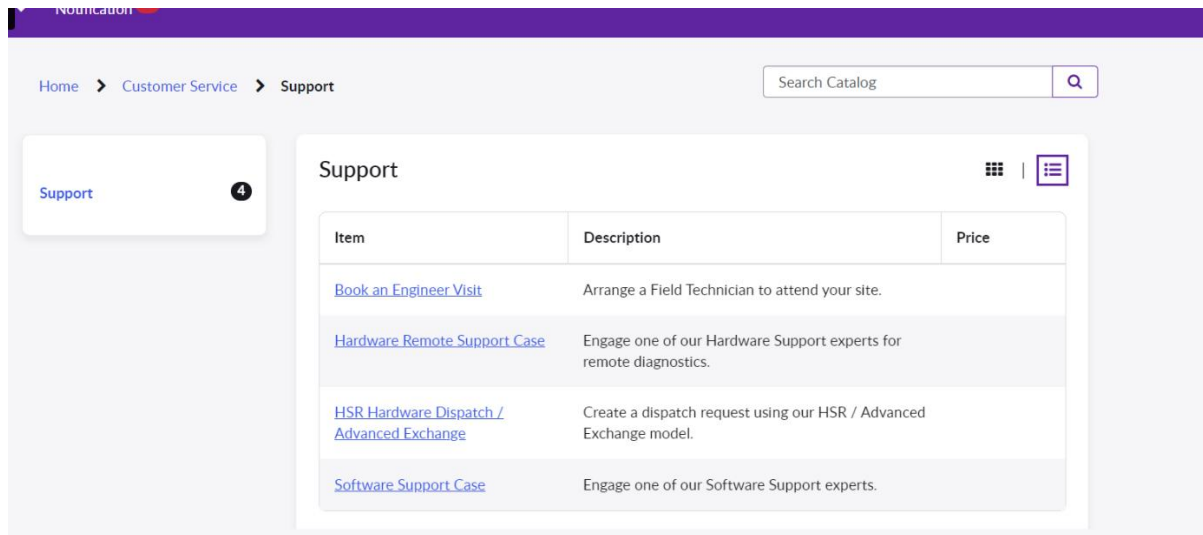


Create case

Customer **cases** store information about customers, their questions and issues, and related information.

Create Case allows customers to submit and manage their issues or requests in one place.

Based on entitlement, available support options may vary on a customer and/or user level.



- For reporting a Hardware issue that does not require a dispatch click on **Hardware Remote Support Case**
- For reporting a Software issue click on **Software Support Case**
- For a hardware issue that requires Field Service Support click on **Book an Engineer Visit**
- For a hardware issue that needs Hospitality Specialty Retail (HSR) dispatch click on **HSR Hardware Dispatch/ Advanced Exchange**

Request form opens in a new portal tab and mandatory fields are marked with an asterisk.

Request forms contain three parts:

- Customer Information
- Asset Information
- Issue Details

Users need to indicate **Urgency**. Urgency refers to the issue's time sensitivity — how long before this issue affects business.

*Urgency

- None -

1 - Critical

2 - High

3 - Medium

4 - Low

Customer Ticket Number is an optional field that allows users to add their own ticket identifier.

-- None --

Customer Ticket Number

Please attach any relevant documents or screenshots

If users need to attach any relevant documents or screenshots, they can use the **Add Attachment** functionality. At the bottom there is a free text box for adding additional comments.

Please attach any relevant documents or screenshots

Do you have any additional comments?

 [Add attachments](#)

Submit button is on the right side, top of the form.

Notification 

Home > Customer Service > Support > Software Support Case

Search

Software Support Case

Engage one of our Software Support experts.

* Indicates required

If this is a **CRITICAL ISSUE**, please call the Service Desk.

Customer Information

Submit

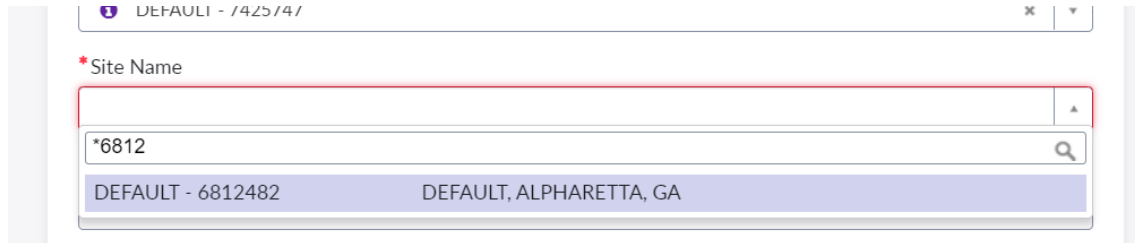
Required information

Company Site Name

Please provide a short summary of

WILD CARD

To perform a wildcard search, use the asterisk (*) character. This wildcard filters field values added after the asterisk and removes need for exact match.



The screenshot shows a search bar with the text "DEFAULT - /425/4/" and a search icon. Below the search bar, the label "* Site Name" is displayed. The search input field contains the text "*6812". The search results are displayed in a table with two columns: "DEFAULT - 6812482" and "DEFAULT, ALPHARETTA, GA".

CUSTOMER INFORMATION

User's name used for **Customer Portal login** is already prepopulated. If you would like a different user to be Case contact, check **Alternate Contact Information** box and fill in the required information.

Select the Company and Site relevant for the issue that you are reporting.

Users that have only Site level access, for them **Company** and **Site** will be already prepopulated.



The screenshot shows the "Customer Information" form. It includes the following fields and controls:

- *Requested for**: A dropdown menu with "Adam B" selected.
- *Company**: A dropdown menu.
- *Site Name**: A dropdown menu.
- Store/Branch Number**: A text input field.
- ☐ **Alternate Contact Information**: A checkbox.

SOFTWARE SUPPORT CASE

In the dropdown menu ***"What software or application are you having an issue with?"*** users need to select from the **software models** list pertaining to the account.

Select the software/application that you want to create case for.

☐ Alternate Contact Information

Software / Application Information

*What software or application are you having an issue with?

NCR NCR FastLane Release 6 Core Application & Platform Kit	Fastlane
NCR Power Picking (large format), Per store for retailer with 26 to 100 stores	GEMS - DAX / Inv / Picking

Now that you selected the SW model, select any of the offered SW assets pertaining to the model previously selected.

Software / Application Information

*What software or application are you having an issue with?

Which software asset are you reporting?

	Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit
LANE 0	LANE 0 - NCR NCR FastLane Release 6 Core Application & Platform Kit

Can't find the software asset you need to raise a ticket for? Select **"My software is not listed"** and provide the name of the affected software in the free-text field.

☐ Alternate Contact Information

Software / Application Information

*Which software product are you having an issue with?

*Please select the most appropriate software component?

☐ My software is not listed.

Which software asset are you reporting?

HARDWARE REMOTE SUPPORT CASE

It is a prerequisite to select **Site** before you move to completing **Asset Information**.

The dropdown selection of **Hardware models** pertains only to the **Site** selected.

In **Asset selection** field you will see all the assets from the selected model pertaining to the selected **Site**.

Asset Information

*Please select the hardware model

*Please select your asset

BOOK AN ENGINEER VISIT

Book an Engineer Visit allows users to create a **Work Order** to arrange a Field technician to visit site or order a **Depo dispatch** for equipment replacement.

It is a prerequisite to select **Site** before completing **Asset Information**.

The dropdown selection of **Hardware models** pertains only to the **Site** selected.

In the **Asset selection** field, you will see all the assets from the selected model pertaining to the selected **Site**.

Asset Information

*Please select the hardware model

*Please select your asset

Asset ID	Asset Description
11234*	DK73604220909011234* - NCR Corporation SSCO R6C Narrow Core Credit/Debit Only, 2 Bag, XR7 Plus
62613973	DK73604220909062613973 - NCR Corporation SSCO R6C Narrow Core Credit/Debit Only, 2 Bag, XR7 Plus

In addition to asset information, users must select the **Type of dispatch**, and provide information regarding the issue.

Please select the hardware model:

SSCO R6C Full Function, No Bag, XR7 Plus





*Please select your asset

170537561





*Where is the Asset Located?

5th floor, lane 12

*What type of dispatch do you need?

DEPO





01

02

1ALT

2ALT

CHGC

DEPO

VIEW AND SELECT ASSETS REGARDLESS OF SITE ENTITLEMENT

When creating **Hardware Remote Support Case** and **Book an Engineer Visit**, if required per the customer service contract, the customer may be able to see all company assets regardless of the site selected.

Customer will see a note that selection of **asset which is not listed at site**, might result in additional billing.

User has option to select **Hardware Model** for all assets covered by the contract, regardless of the site selected.

Selection of **Hardware Model** will pre-filter the assets in “**Please select your asset**”.

30

☐ Alternate Contact Information

Asset Information

If you cannot find the equipment you may search for same Product model asset at a different site by clicking on "Show all product models covered by your contract" and selecting your product model from "Please select the Hardware Model Number (PID) (full MCN search)". **IMPORTANT** - If you select an equipment that is not listed at your site, you may be charged.

Please contact your Client Operations Leader for any entitlement changes.

☒ Show all product models covered by your contract

*Please select the Hardware Model Number (PID) (full MCN search)

*Please select your asset (product search)

*Where is the Asset Located?

HSR HARDWARE DISPATCH/ ADVANCED EXCHANGE

HSR stands for Hospitality Specialty Retail. It is a system used by NCRV to manage field service operations in hospitality and retail industries.

This option gives customers ability to create hardware maintenance requests based on pre-established Service Levels and to dispatch parts and technicians.

After selecting the site, the customer is shown options to select the hardware model and a serial number (when applicable).

Selection of **Hardware Model** and **Serial Number** will populate values for **Solution Set ID**, **Contractual SLA**, and **Shipment Method**.

If selected **Serial Number** is already in use with an active dispatch, customer will receive note and they can proceed with the case by overriding the **Serial Number** (check the box **Enter different serial number**).

When creating Case – **HSR Hardware Dispatch**, Customer also has an option to override the address, by checking the box **Address Override**.

Country
US

☒ Address Override

* Address 1

Address 2

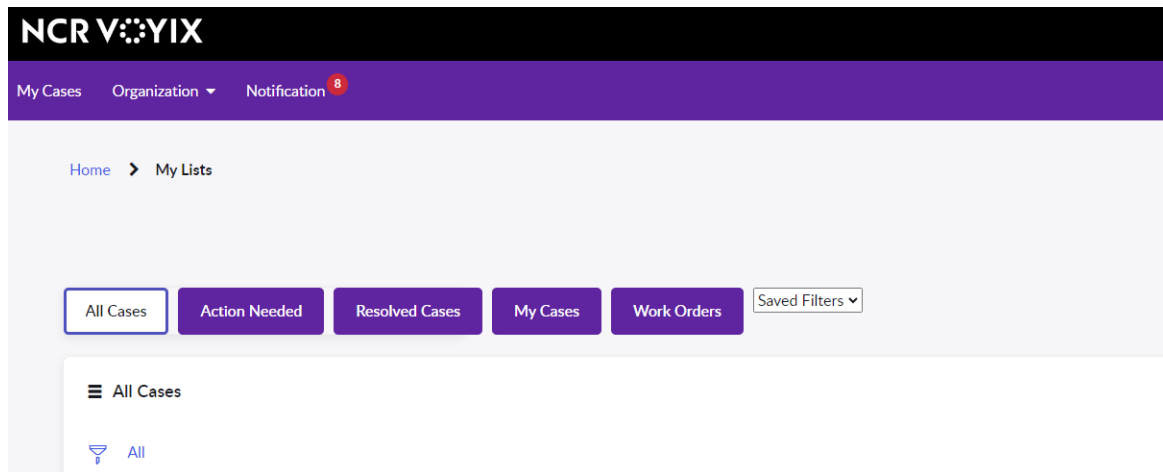
* City

* State / Province

* Zip / Postal Code

Case List

Case List allows users a view of all cases on their account or site.



Case List view has the following columns:

- **Number** - unique case identifier
- **State** - refers to the case state: New, Open, Pending, Resolved, Closed, Cancelled
- **Created** - time stamp when case was created
- **Updated** - time stamp when case was last updated
- **Company** - name of Company
- **Site** - location
- **Product name** - affected asset model
- **Short description** - brief issue summary
- **Category** - product/issue category
- **Subcategory** - product/issue subcategory
- **Urgency** - how quickly a resolution is required
- **Contact** - Case contact person
- **Customer Ticket number** - Customer reference number

All columns are sortable, which helps users customize their view.

FILTERS



Filters allow users to create their own case list by setting their preferences.

Users are equipped with a set of **operators** to be used in combination with filters, condition builders, and encoded queries.

Operators available for condition builders are **AND, OR**.

Operators available for string fields are: *starts with, ends with, contains, does not contain, is, is not, is empty, is not empty, is anything, less than or is, greater than or is, between, is same, is different*.

— Cases

🔍 All > Short description contains test > Priority >= 3 - Medium

Load Filter Save Filter Add Sort Clear All Run

All of these conditions must be met

Field	Operator	Value	Logical Operator
Short description	contains	SSCO	OR AND
Priority	between	3 - 1 -	OR AND
Dispatch opened	is not empty		OR AND

Filter presets can easily be saved by selecting **Save Filter** and can be recalled by clicking on **Saved Filters**.

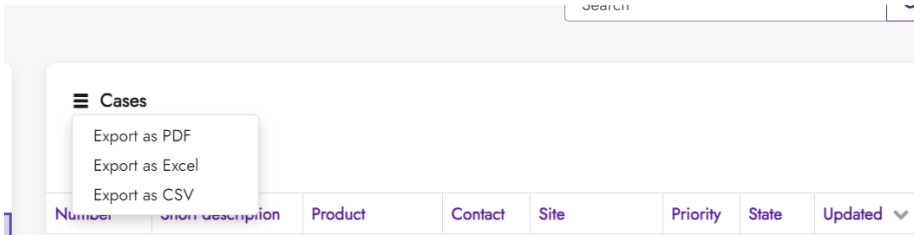
Home > My Lists

All Cases Action Needed Resolved Cases My Cases Work Orders Saved Filters

≡ All Cases

EXPORT

All Case lists can be exported in PDF, Excel, or CSV.



CASE REVIEW

To review **Case**, open the case and select **Activity** - to see progress on the case.

Attachments can be seen in their own tab.

Additional Details will appear only for cases created from the Portal, and contains pertinent case information.

The screenshot displays the 'Case Review' interface. At the top, there are three tabs: 'Activity', 'Attachments', and 'Additional Details'. The 'Additional Details' tab is selected and highlighted with a red box. Below the tabs is a rich text editor toolbar with various icons for text formatting (bold, italic, underline, bullet points, numbered list, link, unlink, table, image, etc.). The main content area of the 'Additional Details' tab contains the following information:

- Requested for: [Redacted]
- Company: [Redacted]
- Site Name: [Redacted]
- Store/Branch Number: [Redacted]
- Alternate Contact Information: false
- What software or application are you having an issue with?
NCR Emerald POS (and mPOS)
- My software is not listed.
false
- Software Version
91.4.4, RFS 34.2.5.49
- Environment
Production
- Please provide a short summary of the issue.
Pay at pump stuck authorizing
- Please describe the issue and provide ERROR message if available. Include any relevant detailed information (example: transaction number, lane number, time stamp, etc.)

CASE UPDATE

To update a case, users need to select the **case** from the **case list**. Clicking on any case field will open the case.

My Cases Organization Notification

Home > My Lists

Search

Create Case

All Cases Action Needed Resolved Cases My Cases Work Orders Saved Filters

Cases

All > Company Name contains NCR

Number	State	Created	Updated	Company	Site	Product / Model Name	Short description	Category	Subcategory	Urgency	Contact	Customer Ticket Number
CS0005248	Open	23-Feb-2025 02:34:10	23-Feb-2025 02:45:03			WatchGuard Firebox T35-W 1yr HSR Channel	Full testing of HSR	Auto-Field Dispatch	Field Dispatch	4 - Low	Test User	9123445699
CS0005245	Open	22-Feb-2025 04:16:15	22-Feb-2025 04:16:48			WatchGuard Firebox T35-W 1yr HSR Channel	HSR payload test	Auto-Field Dispatch	Field Dispatch	4 - Low	Test User	
CS0005258	Open	24-Feb-	24-Feb-				HSR testinz after code fix	Auto-Field	Field	4 - Low	Test User	

This leads users to the case's **Activity** feed. Comments can be added in **Activity form** and will be made visible to Support teams working on the case.

Activity Attachments Additional Details

Paragraph A B I U

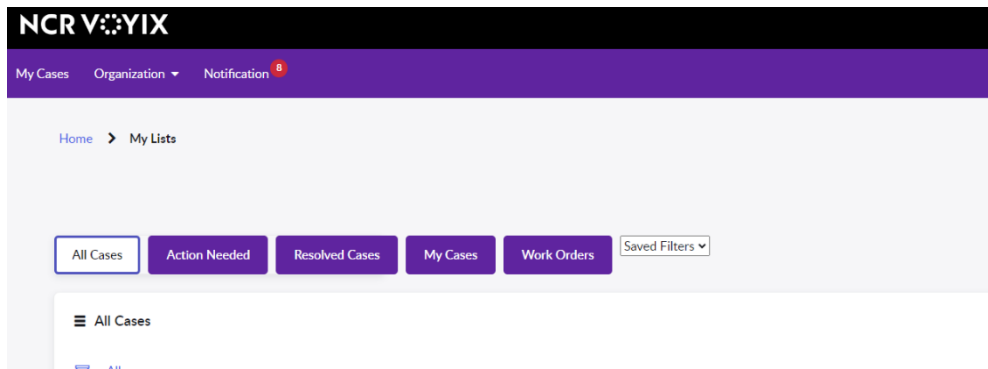
Store will be closed early today because of holiday; we need engineer on site by 2pm.

Send

CASE LISTS

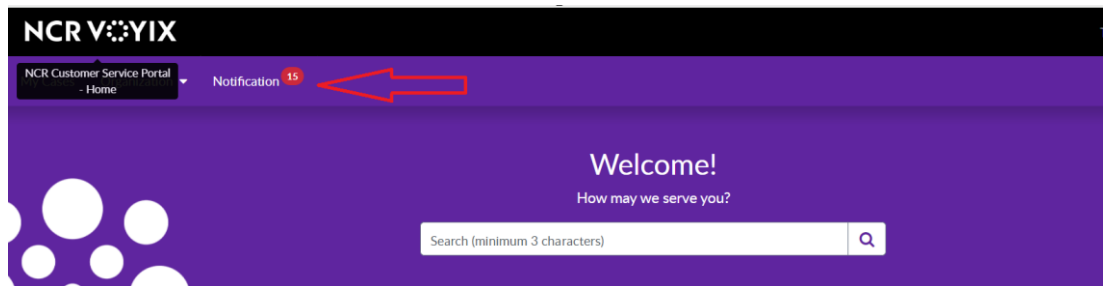
There are already saved filtered lists for user's convenience:

- All Cases
- Action Needed
- Resolved Cases
- My Cases
- Work Orders



ACTION NEEDED

The **Action Needed** case list allows the user to view cases that require their attention. User will also see a prompt for these cases in **Notification**.

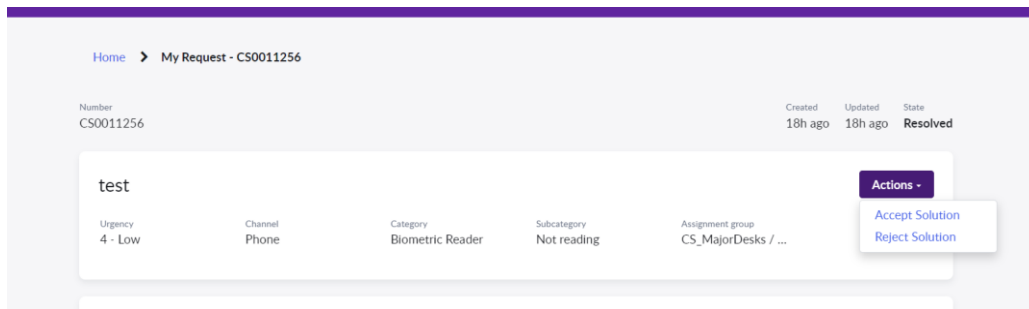


RESOLVED CASES

The **Resolved Case** list allows the Customer to view Cases that are **Resolved** but not **Closed**.

Cases will be auto closed if left in the state **Resolved** for 5 days.

Customer can go into the case, select **Actions**, and decide to close the case by **accepting solution** or reopen the case by **rejecting solution**.



MY CASES

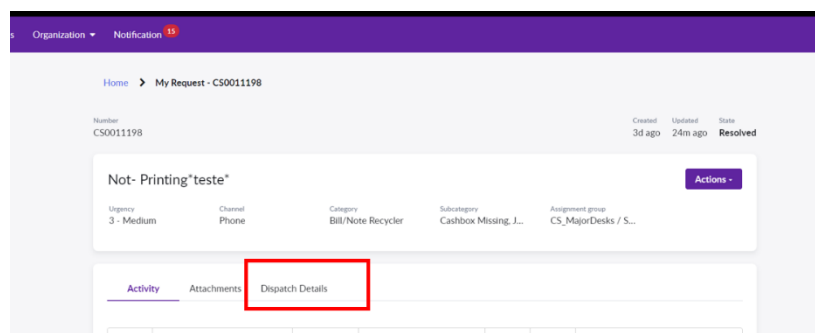
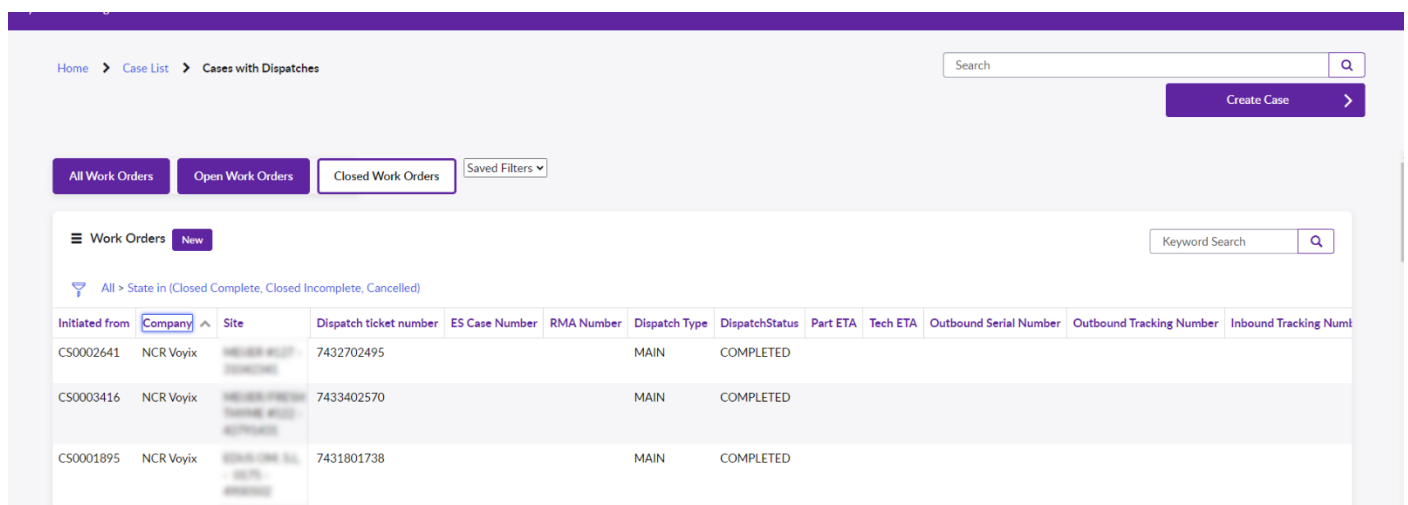
The **My Cases** list allows the Customer to view cases created by the portal user, or cases where the portal user is marked as the Contact.

WORK ORDERS

Clicking **Work Orders** takes you to additional list views to access only cases with dispatches.

Users opening a case from this list will see **Dispatch Details**.

In the **dispatch details** the user will find all the dispatch related information, such as the dispatch number, expected time of arrival (ETA) and for HSR dispatches users can look for the RMA (return material authorization) number.



Escalate Field Service Ticket

The **Escalate** Field Services Ticket option is available only for open dispatch tickets created via **Book an Engineer Visit** option.

For cases with **Active Dispatch**, an **Action** button is available when the case is opened. Click **Action** to display the available options, then select **Escalate**. In the **Escalation Justification** pop-up window, enter the reason for the escalation and click **Escalate Case** to submit the escalation request.

Home > My Request - CS2157702

Number: CS2157702

Created: 3h ago | Updated: 3h ago | Status: Pending

Test

Urgency: 2 - High

Company:

Site:

Asset: 99489046

Product Name: XR6; Intel Celeron G1820TE, 2.3GHz, 4GB, d...

Channel: Web - Dispatch

Category: Auto-Field Dispatch

Actions -

- Escalate

Warning

Escalation Justification

Please provide detailed explanation or business justification for this escalation.

Cancel

Escalate Case