



# Customer Hub

## Partner Guide

February 2025

Version 1.2

# Introduction

This helpful user guide will enable you to navigate through and get the most value out of Customer Hub. You'll also learn how to:

- Gain 24/7 support from our Knowledge section
- Keep up to date with the latest release notes
- Log and track support cases

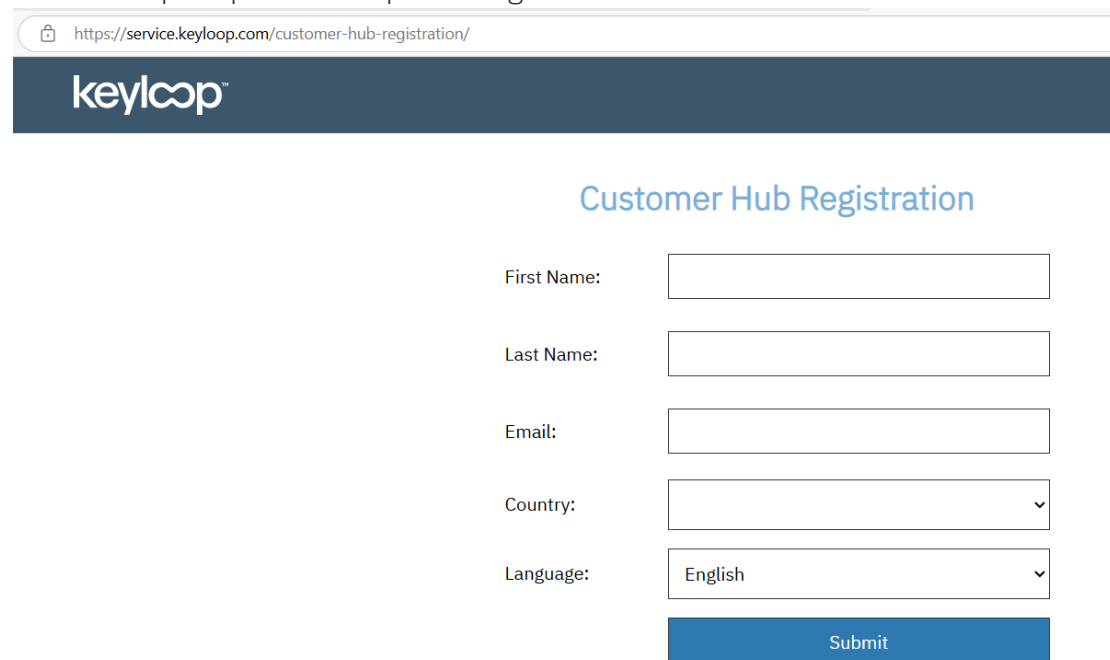
Customer Hub is continually evolving with more features and functionality being introduced over time. We'll keep you updated via release notes when new features become available.

## Registration

Please follow this link to register yourself in Customer Hub

<https://service.keyloop.com/customer-hub-registration/>

You will be prompted to complete a registration form.

A screenshot of a web browser showing the registration page for Customer Hub. The browser's address bar displays the URL 'https://service.keyloop.com/customer-hub-registration/'. Below the address bar is a dark blue header with the 'keyloop' logo in white. The main content area has a light blue background and is titled 'Customer Hub Registration' in blue text. The registration form consists of five labeled input fields: 'First Name:', 'Last Name:', 'Email:', 'Country:', and 'Language:'. The 'Country:' and 'Language:' fields are dropdown menus, with 'English' selected in the language dropdown. Below the fields is a blue 'Submit' button.

https://service.keyloop.com/customer-hub-registration/

keyloop™

### Customer Hub Registration

First Name:

Last Name:

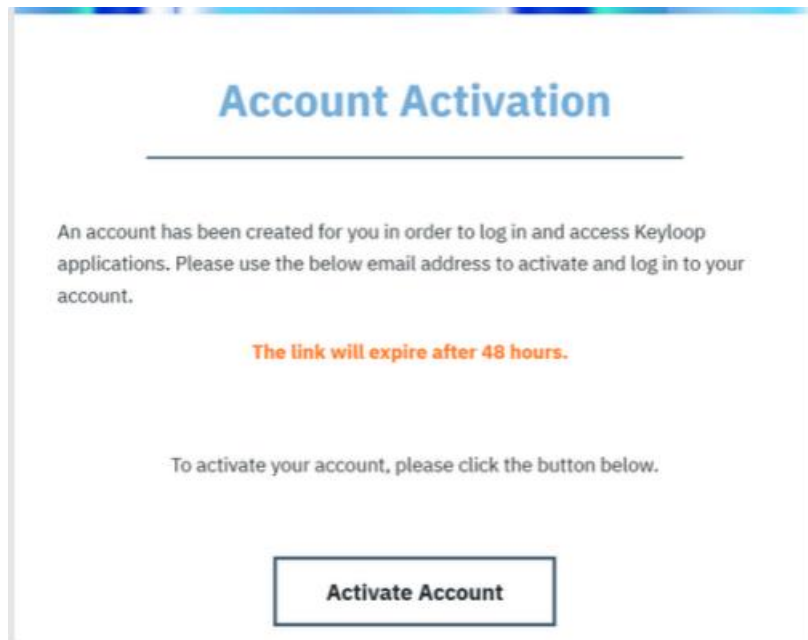
Email:

Country:

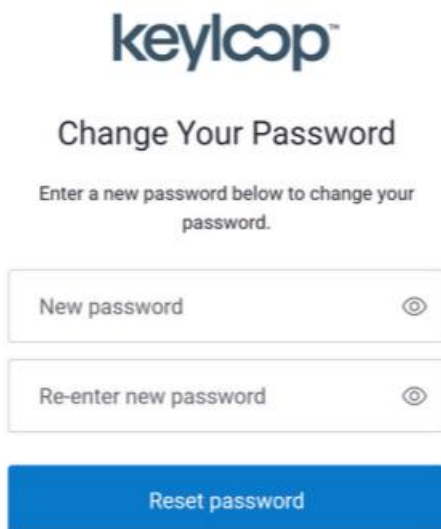
Language:

Submit

Shortly after you will receive a message at the email address registered with a request to activate your Account.



Please press the "Activate Account" button and change your password.

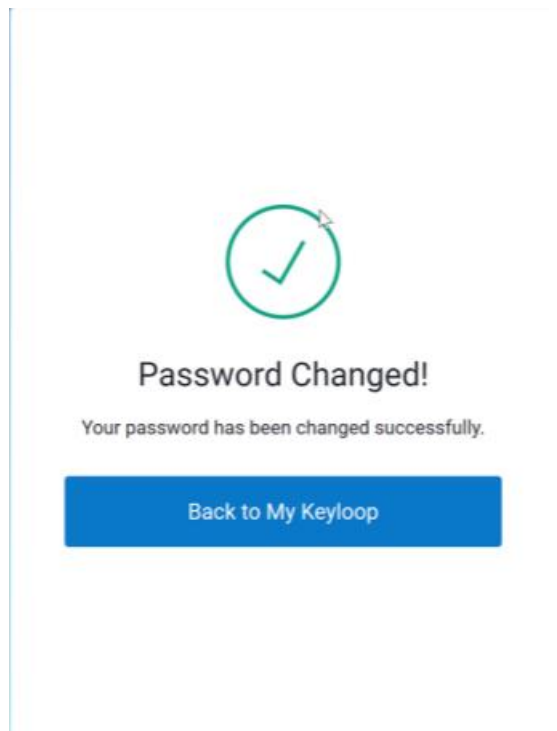
The image shows a web page with the Keyloop logo at the top. Below the logo is the heading "Change Your Password". Underneath is the instruction: "Enter a new password below to change your password." There are two input fields: "New password" and "Re-enter new password", each with an eye icon for toggling visibility. At the bottom is a blue button labeled "Reset password".

Please press "Reset Password" and kindly note that your password must contain:

- At least **10 characters**
- At least **3** of the following:
  - Lower case letters (**a-z**)
  - Upper case letters (**A-Z**)

- Numbers (0-9)
- Special characters (e.g. !@#\$%^&\*)
- No more than **2 identical characters in a row**

Once you have changed your password you will see the next screen, offering you to proceed to My Keyloop Customer Hub, your registration is completed successfully:



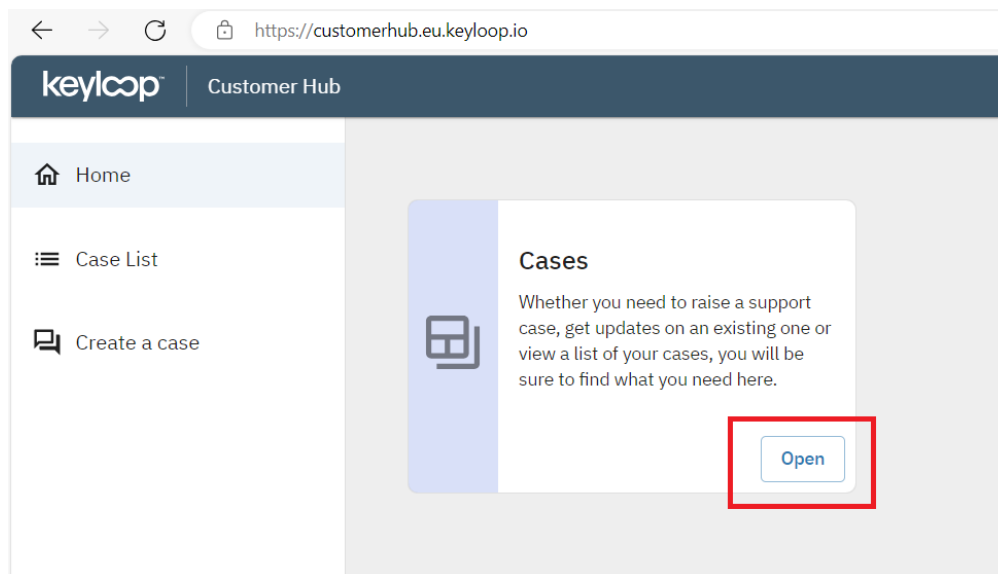
## Homepage

Once logged via [customerhub.eu.keyloop.io](https://customerhub.eu.keyloop.io) (if your location is in South Africa please use the following link [customerhub.af.keyloop.io](https://customerhub.af.keyloop.io) ) you'll arrive on the homepage. Here, you'll find quick links to key areas of interest:

- Case List
- Create a Case Option

## Cases

Once you select the Cases option from the homepage, you can open a new case and get a clear view of both open and closed cases, raised by you or members of your team.



## Case lists

Here, you can search and view all support cases relevant to your business. With easy-to-use filters, you can adapt the view to suit your needs. You can also view key elements of information in the summary case. By clicking on either the case number or subject you can view all details.

The screenshot displays the 'Cases' page in the Keyloop Customer Hub. At the top, there is a search bar labeled 'Search Cases' and a 'Search' button. Below the search bar are two toggle switches: 'My Cases' and 'Hide Closed Cases', and a 'Create Case' button. The main content is a table with the following columns: Status, Case Number, Priority, Subject, Date Created, Date Updated, Your Reference, Contact, and Application. The table contains four rows of data, each with a status icon and label (e.g., 'Queue', 'Work in Progress', 'Closed') and a corresponding case number and subject.

Status	Case Number	Priority	Subject	Date Created	Date Updated	Your Reference	Contact	Application
Queue	04 - CASE NUMBER	3	API Unauthorised	12/11/2024	12/11/2024			APPLICATION NAME
Work in Progress	04 - 00060573	1	00060573 - Keyloop full integration activation request - <i>Lead</i>	12/11/2024	12/11/2024	REFERENCE NUMBER		APPLICATION NAME
Work in Progress	04 - 00062629	1	00062629 - Keyloop Rev8 Full Activation Request - <i>Lead</i>	11/11/2024	11/11/2024	REFERENCE NUMBER		APPLICATION NAME
Closed	04 - 00062629	3	Add line to header	08/11/2024	11/11/2024			APPLICATION NAME

By clicking on any of your Cases, you will be guided to the full Case Details where you can add a comment or an attachment that will be instantly available to the relevant Keyloop Support Analyst. This is where you can also Close a Case or select an option to Escalate it, if required.

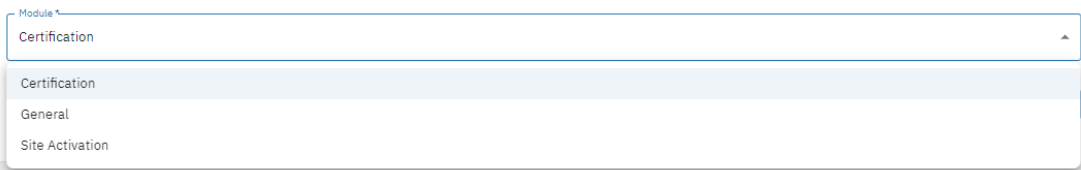
## Create a case

To create a new support case, select the New Case button within the Case section. Follow the on-screen wizard which will guide you and ensure all the required information is entered when the case is raised. Please complete the fields as explained in the screenshot below:

Available 'Area' selection will contain the following fields to choose from:

- Choose the Area of the Case
- Choose "Partner Program" in case of
  - A request to add a new dealer site ("Site Activation")

Depending on the Area of choice, options for available Modules will be populated for further selection (next example, if you choose the Area 'Partner Programme'):

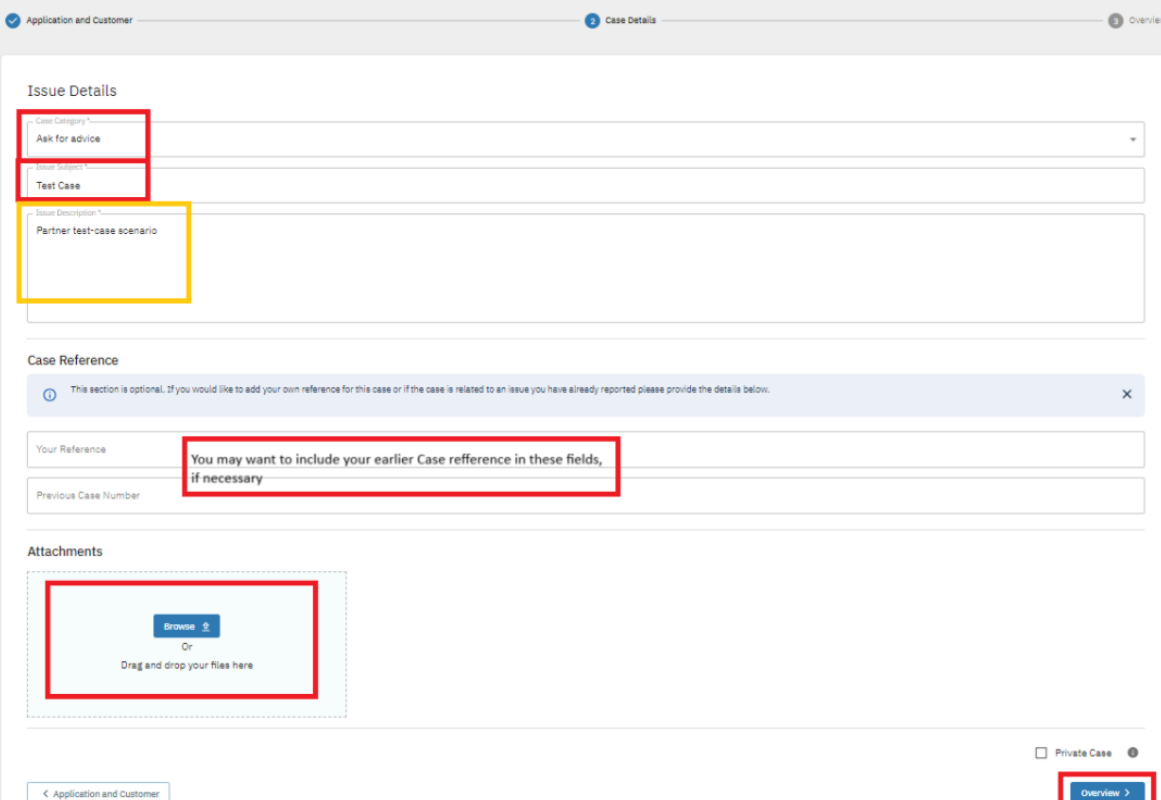


A screenshot of a web interface showing a dropdown menu for 'Module'. The dropdown is open, displaying three options: 'Certification', 'General', and 'Site Activation'. The 'Certification' option is currently selected and highlighted.

Upon completion navigate to the button 'Issue Details'. Issue Details will allow you to include supporting information such as specific branch, WIP/vehicle number, SL/PL number, navigation steps (so we can replicate), and any error message screenshots.

This will enable faster handling and resolution of Cases with a reduced dependency on any back-and-forth in the process.

As you create a Case, you'll see the Related section on the left-hand side of the screen will automatically update, based on the information provided. It intuitively displays relevant related Cases. In the event you need to reference your earlier Case in the next section this may be useful.




A screenshot of a web interface showing the 'Case Details' section. The 'Issue Details' form is visible, with fields for 'Case Category' (set to 'Ask for advice'), 'Issue Subject' (set to 'Test Case'), and 'Issue Description' (set to 'Partner test-case scenario'). Below this is the 'Case Reference' section, which includes a note: 'This section is optional. If you would like to add your own reference for this case or if the case is related to an issue you have already reported please provide the details below.' There are two input fields: 'Your Reference' and 'Previous Case Number'. A red box highlights the text 'You may want to include your earlier Case reference in these fields, if necessary' between the two input fields. Below the 'Case Reference' section is the 'Attachments' section, which includes a 'Browse' button and a note: 'Drag and drop your files here'. At the bottom right, there is a 'Private Case' checkbox and an 'Overview' button.

Please Note that in case of a request to add a new dealer site ("Site Activation") add the following attachments:

- Signed Dealer Activation Form
- Information about the Net Revenue paid or payable to Partner from the Mutual Client


Please note, that if your Case details contain confidential or sensitive information, we recommend selecting the following Private Case tick box in the Issue Details. This will allow this Case to be visible only to you and Keyloop team, and will not be visible to other Customers:

Cases selected as Private will only be visible to the creator and Keyloop team members. We would recommend that they should be used for private and confidential cases

☐ Private Case 

Overview >

Click 'Overview' button to continue. You will be guided to the Case Overview screen and an option to Submit the Case. Please check the Details and if there are any corrections you would like to make, select the 'pencil' command (marked with circle on the screenshot below). If all details are in order, please continue by pressing 'Submit Case'.

Overview 

Partner:

Application:

Customer:

Customer Contact:

Product:

Area:

Module:

Partner Name

Application Name

Customer Name

.Customer Contact

Partner

Partner Program

Certification

Case Category:

Issue Subject:

Issue Description:

Severity:

Impact:

Customer Reference:

Previous CaseNumber:

Attachments:

Private Case:

Ask for advice

Test Case

Partner test-case scenario

Hardly at all, we can still work normally

A Single Person

false

< Issue Details

Submit Case

Document End