Agilent

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Guide to Service History in Agilent CrossLab Connect

Welcome to Agilent CrossLab Connect. CrossLab Connect is a software platform which allows users to view their instruments in a list format, view components of those instruments, review entitlements for each instrument, review the instrument service tickets, and request service for an instrument through its Service Management function.

This guide reviews the Service History page in CrossLab Connect.

To access the **Service History** for the instruments within the lab or company, click on the wrench/circle icon on the left panel (Figure 1).
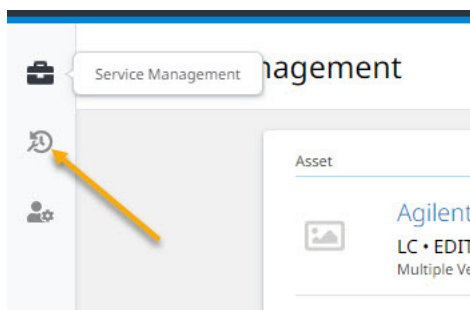

Figure 1. Service History icon.

At the top right of the Service History page, selecting the **Filter/Sort** button brings up the search boxes, which allow the user to filter by specific attributes within the service ticket such as status, date submitted, Reference number, service type, contact person, and serial number (Figure 2).

Figure 2. The **Filter/Sort** button on the Service History page (upper right corner).

On the **Support History** page, you may see various symbols next to the service ticket, which provides any errors or warnings concerning the service ticket. To determine what the symbol is indicating, hover over the symbol to see more information (Figure 3).

Figure 3. Example of information displayed when hovering over a symbol on the Support History page.

On the Support History page, hover over the **status** for the service ticket, and more information is provided (Figure 4).

Figure 4. Information displayed when hovering over the service ticket.

To view more information about a specific service ticket, click the **Reference #** hyperlink. The new page provides more complete details. The **Asset** is a link that will take you to the asset page to view the asset. Click the Service History link on the top left to return to the **Service History** list page (Figure 5).

Figure 5. Service ticket details.

To view the service history of an instrument, go to the **Asset Detail** window (Figure 6), search for the instrument using the filtering options at the top of the page, and click into the instrument through the hyperlink. Scroll down to the **Scheduled Service** and **Service History** cards. There is pagination within the card to allow you to review past tickets (up to 3 years). There are hyperlinks for the **Reference #** to allow you to go into the ticket to view more details.

Figure 6. Asset Detail window.

At the bottom of every page, there is a link to request support for any issues encountered in CrossLab Connect, such as if a page does not load properly or if you receive an error message. Click the support link to submit a ticket to CrossLab Connect Technical Support. You may also email crosslab.support@agilent.com for assistance.
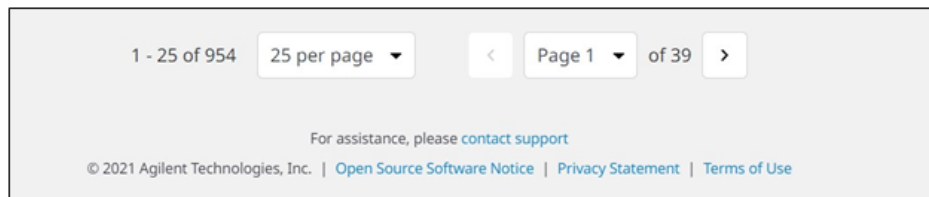

Figure 7. Support options.