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# User Guide

## **BOSSWeb Cases**



## Introduction

BOSSWeb Cases is a communication channel available on the Info Center.



Send a request for information or a question via your computer in just ***3 easy steps!***

***Work on your priorities while we process your request!***

## When do you send a Case ?

**Your first stop! BOSSWeb Info Center :** Type your VIN in the Knowledge Center and have access to the latest BRP publications (TSTs, Bulletins, etc.).

**BOSSWeb Community:** Search the most recent information shared by BRP and its dealers, always readily available or *Post your enquiry 24/7*.

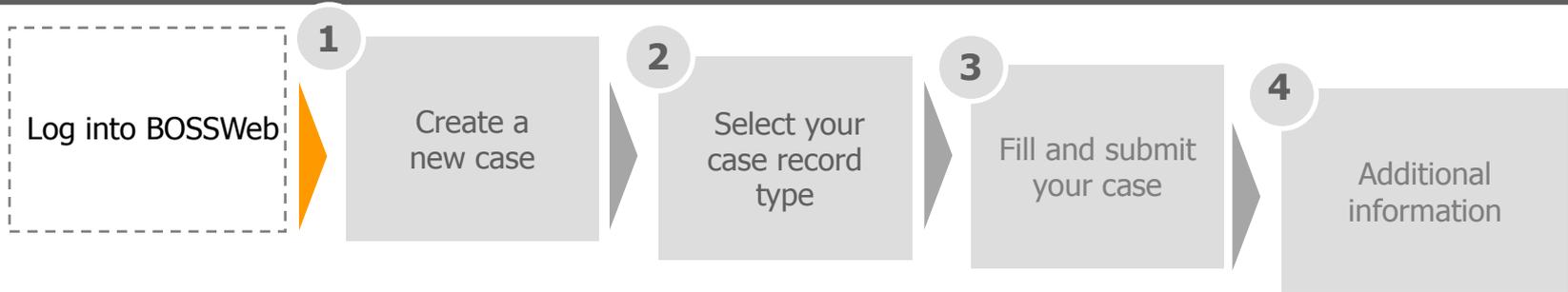
If you need additional support:

**BOSSWeb Cases :** Fill in a Case with BOSSWeb Cases tool and get answers to your dealership's questions while you are dealing with your priorities.





## BOSSWeb Cases To log on



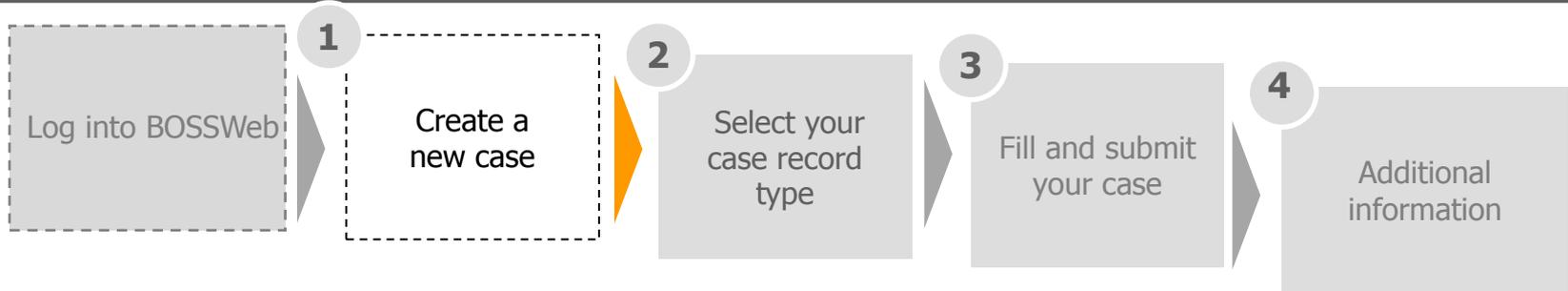
### To log on

Log into BOSSWeb. On the home page, click on the **Info Center** tab and select **Cases** in the drop down menu.





## BOSSWeb Cases To Create a New Case



### To Create a New Case

On the **Cases** home page, click on the **Create New Case** button.

**Search**

Contacts [v]  
[Go!]  
[Advanced Search...](#)

**Recent Items**

- Gilles Paquette
- BRP BRPTI Users\_000082129...
- R-277023
- R-199983

**Cases Home**

Select the cases you want to view from the dropdown.

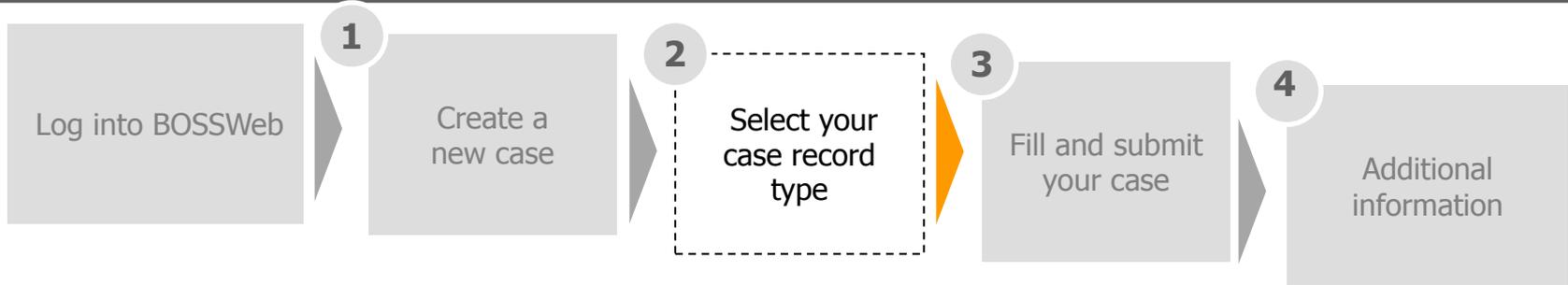
View: All Cases [v] [Go!]

**Recent Cases** [Create New Case](#)

Case Number	Subject	Status	Account Name	Priority	Co
<a href="#">00315384</a>	<a href="#">test</a>	Closed	<a href="#">VIRTUAL CITY(sample Dealer Only)</a>	Medium	Bé
<a href="#">00316351</a>	<a href="#">test</a>	New	<a href="#">VIRTUAL CITY(sample Dealer Only)</a>	Medium	Pa



## BOSSWeb Cases To select the case record type



### To select the Case Record Type

Select the Case record type you need :

- Customer assistance
- PAC Request/Report related to a Part #
- PAC Request related to a transaction #
- Technical Support Request/ Report Incident
- Technology / BOSSWeb support/ issues/config
- Warranty

**New Case**  
**Select Case Record Type**

Select a record type for the new case.

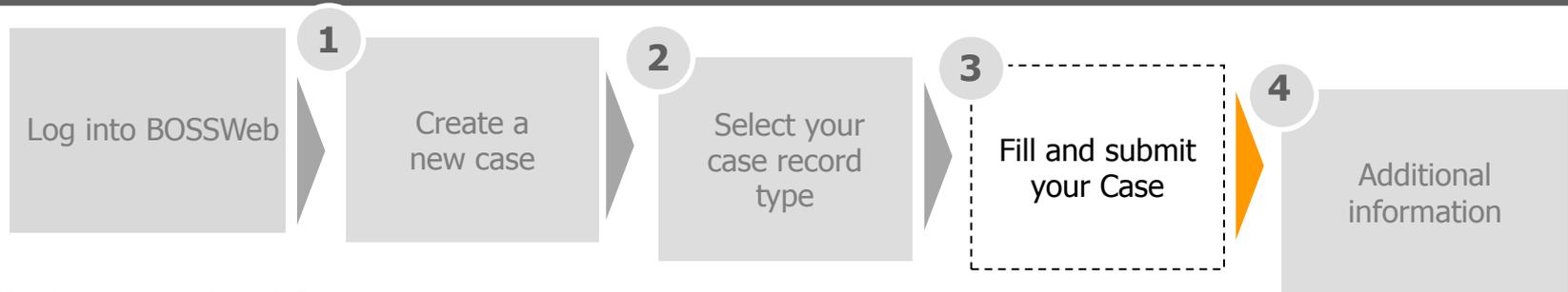
**Select Case Record Type**

Record Type of new record	
	PAC Request related to a Transaction# (Order#, Return#, Delivery#, Invoice#)
	Customer Assistance
	PAC Request/Report related to a Part #
	PAC Request related to a Transaction# (Order#, Return#, Delivery#, Invoice#)
	Technical Support Request/Report Incident
	Technology/BOSSWeb support/issues/config
	Warranty

**Available Case Record Types**

And click on the **Continue** button.

## BOSSWeb Cases To fill and submit your case



### Fill the required boxes

The more information you can give, the easier it will be to process the request. Make sure you fill in all the required information.

**I** = Required Information

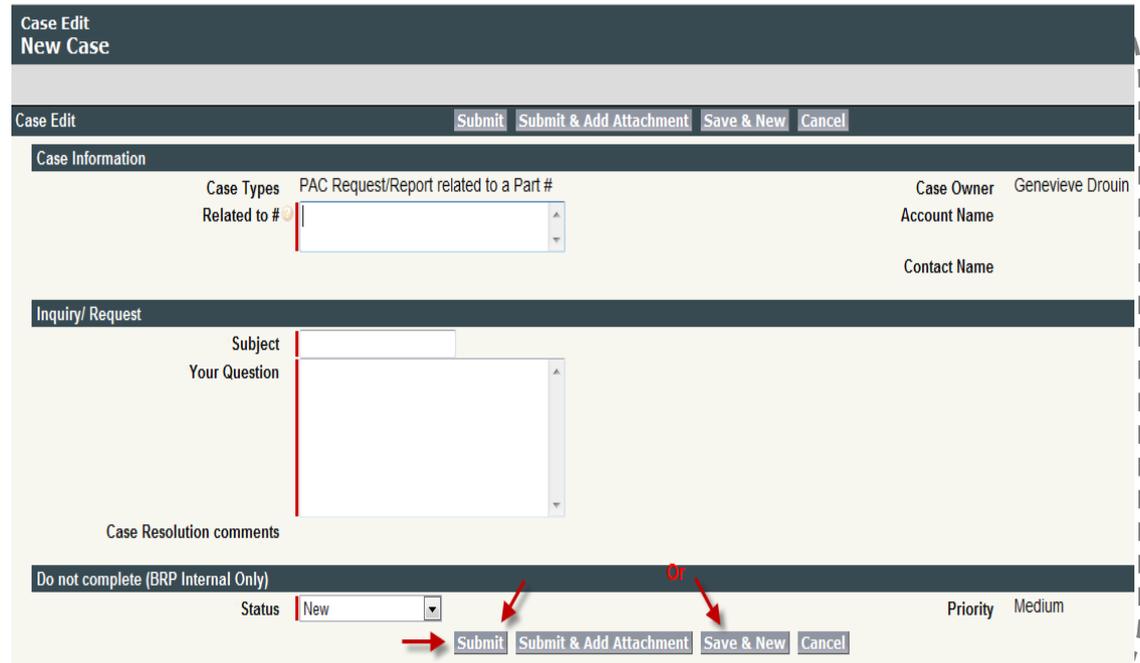
Click  to know what information is needed.

### Submit your Case

Click on the **Submit** button at the bottom of the page to submit your Case.

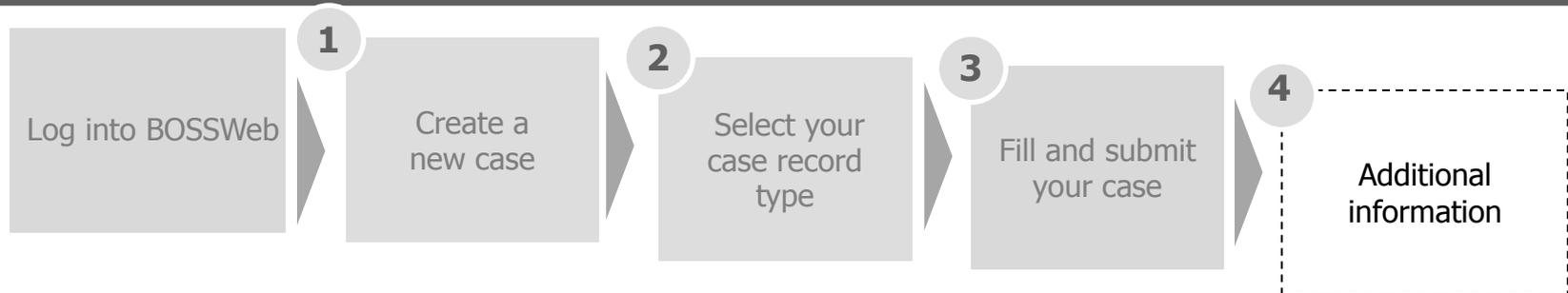
If you have multiple Cases to submit, you can also choose to click the **Save and new** button. This will send your Case to BRP and bring you back to the **Select your case record type** page.

You will receive a notification once your case is assigned to a representative.





## BOSSWeb Cases – Additional information



### **Additional Information**

In this Section, you will find more detailed information on how to:

1. Add an Attachment to your Case (p. 9)
2. Case Coordinator (role and name change) (p. 10)
3. Add information or a correction to a Case (p. 13)
4. Follow your case (p. 16)
5. Knowledge Center Case History box (p. 18)
6. Examples of requests (p. 19)
7. Giving User (employee) access to the Info Center tools (p. 20)



## 1. Add Attachment

If you think images or other documents can help process your Case, you can click on the **Submit & Add Attachment** button at the bottom of the page.

[Submit](#) [Submit & Add Attachment](#) [Save & New](#)

Then, follow the 3 easy steps to attach additional information to your Case.



If your Case is already submitted you can go back to add attachments (see *Add information or a correction to a Case* page 13 for more details).

### Search

Search All

[Advanced Search...](#)

### Recent Items

-  [00315994](#)
-  [Genevieve Drouin](#)
-  [BRP Getting Started On Bossweb 6.0\\_04cKw9AAE T...](#)
-  [Guide de l'utilisateur - Requêtes BOSSWeb](#)

### Attach File to Case 00315994

- Select the File**

Type the path of the file or click the Browse button to find the file.
- Click the "Attach File" button.**

Repeat steps 1 and 2 to attach multiple files.  
( When the upload is complete the file information will appear below. )
- Click the Done button to return to the previous page.**

( This will cancel an in-progress upload. )



## 2. Case Coordinator

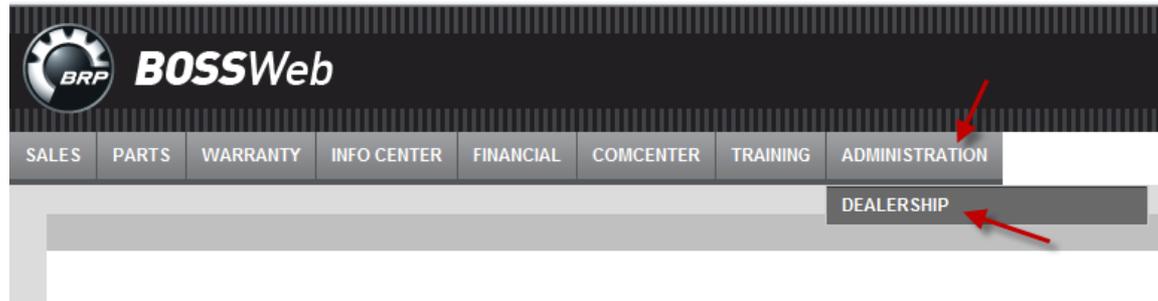
Each dealership has a Case Coordinator. By default, the Case Coordinator role has been assigned to the Dealer Principal. It is important to assign this role to someone who will follow emails closely.

The Case Coordinator will automatically be assigned all Cases opened by BRP when, for example, a customer case needs to be opened or when the person contacting BRP does not have access to the Cases tool.

Should you wish to reassign the Case Coordinator role:

1. From the top page menu bar, choose **Administration**.
2. From the drop down menu, choose **Dealership**.

*See next page*





## 2. Case Coordinator (cont'd)

3. Click on the **Edit** button on the top of the page.

*See next page*

**Business Account**  
**VIRTUAL CITY(sample Dealer Only)**

[« Back to List: Accounts](#)

**Business Account Detail** [Edit](#)

<b>Account Name</b>	VIRTUAL CITY(sample Dealer Only) <a href="#">[View Hierarchy]</a>	<b>Phone</b>	819-566-3000
<b>Account Number</b>	0000694307	<b>Toll-free Phone number</b>	
<b>Dealer Email</b> ⓘ	<a href="mailto:diane.taylor@brp.com">diane.taylor@brp.com</a>	<b>Fax</b>	819-566-3570
<b>Website</b> ⓘ		<b>Latitude</b>	
<b>Case Coordinator</b>	Nicolas Petit	<b>Longitude</b>	
<b>OMS Coordinator</b>	Gilles Paquette	<b>Check latitude/Longitude</b>	<a href="#">Google Maps</a>



## 2. Case Coordinator (cont'd)

4. Click on the magnifying glass . A list of your dealership's BOSSWeb account names will appear. Click on the name of the employee you identified for the Case coordinator role. **Make sure messages to the Case coordinator will be sent to his/her personal work email address.** (This address can be found in the **Contacts** section of this page)
5. Save your changes.

**Business Account Edit**  
**VIRTUAL CITY(sample Dealer Only)**

Business Account Edit

**Account Information** | = Required Information

Account Name	VIRTUAL CITY(sample De	Phone	819-566-3000
Account Number	0000694307	Toll-free Phone number	<input type="text"/>
Dealer Email	diane.taylor@brp.com	Fax	819-566-3570
Website		Latitude	<input type="text"/>
Case Coordinator	Nicolas Petit	Longitude	<input type="text"/>
OMS Coordinator	Gilles Paquette		
Billing Address	75 J.A. BOMBARDIER STREET SHERBROOKE, Z9Z 9Z9		
State/Province Code	QC		
Country Code	CA		

**Dealer Lead Options**

Lead Coordinator



# BOSSWeb Cases – Additional information

## 3. Add information or a correction to a Case

Once a case has been submitted, you can go back to make modifications.

1. Click on the **Cases** tab on the top page menu.
2. Choose the Case number you want to edit

**Cases Home**

Select the cases you want to view from the dropdown.

View:

Case Number	Subject	Status	Account Name	Priority	Contact Name	Owner Name	Case Types
<u>00315994</u>	<u>Test</u>	Closed	<u>VIRTUAL CITY(sample Dealer Only)</u>	Medium	<u>Drouin, Genevieve</u>	Couture, Julie	PAC Request
<u>00225367</u>	<u>Erreur de commande</u>	Closed - Notification	<u>VIRTUAL CITY(sample Dealer Only)</u>	Medium	<u>Drouin, Genevieve</u>	Rousseau, Christine	PAC Request Return#, Deli



## 3. Add information or a correction to a Case (cont'd)

3. Click on the **Add Comment** button and add your information or your corrections.

The information will automatically be added to the Case and the BRP representative working on it will be notified.

You can also attach files as shown in Section 1 of this document : *Add Attachment* p. 9.

Please note : you *cannot* use the **Edit** button. If you edit some fields once the case is submitted you will not be allowed to save your changes. You will have to click on the **Cancel** Button to start again.

Case 00315994	
<a href="#">« Back to List: Cases</a>	
Case Detail <span>Edit</span>	
Case Types	PAC Request/Report related to a Part #
Case Number	00315994
Related to #	333
Inquiry/ Request	
Subject	Test
Your Question	Test
Case Resolution comments	
Do not complete (BRP Internal Only)	
Status	Closed
Date/Time Opened	02/07/2014 9:42 AM
System Information	
Created By	Genevieve Drouin, 02/07/2014 9:42 AM
<span>Edit</span>	
Attachments <span>Attach File</span>	
No records to display	
Case Comments <span>Add Comment</span>	
No records to display	



## 3. Add information or a correction to a Case (cont'd)

### NEW !

It is now possible for all employees from a dealership to view and add comments to a BOSSWeb Case.

The related notification emails will only be sent to the Case author's email address. If you wish to follow a Case you did not submit, you can do so through the BOSSWeb Case tool.

If you are taking over a Case, notify BRP so the Case can be reassigned to you.

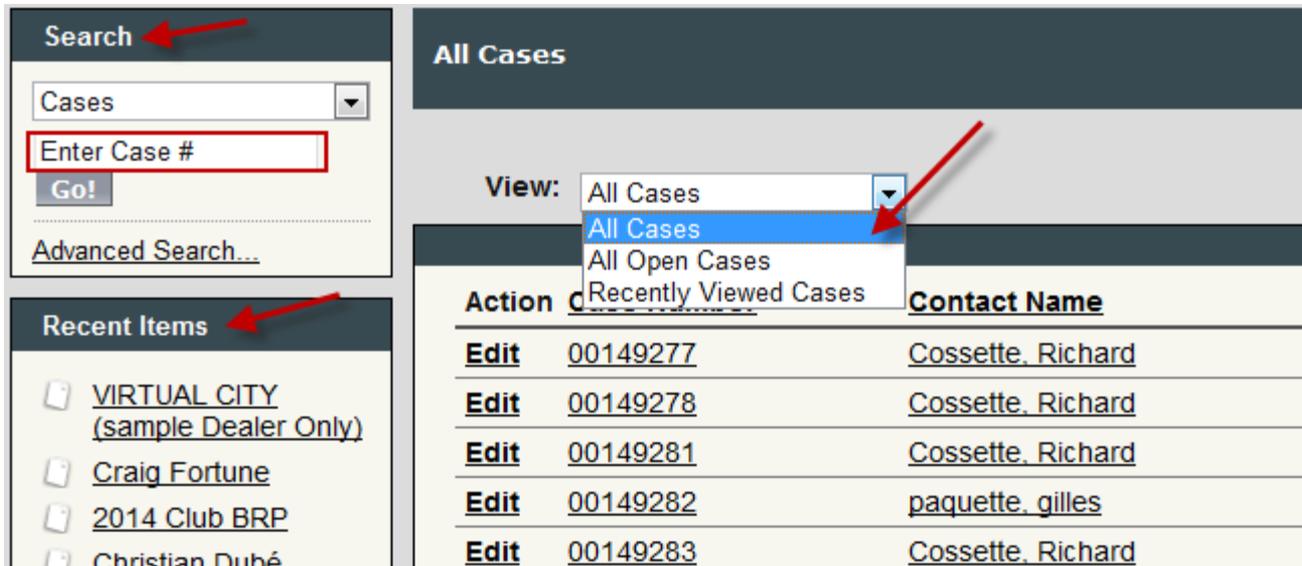
# BOSSWeb Cases – Additional information

## 4. Follow your Case

After clicking on the Submit button, you will see your case number in the dark grey rectangle on the top of the page. This number will be useful to find your Case easily afterwards.

Go back to your Case: On the Cases home page, you can use the drop down menu to sort your Cases. Choose **All Cases** or **All Open Cases** and click on **OK**. You can then sort the information by clicking on the column header of your choice. You can also enter your Case number in the **Search** box on your left hand side or look in the **Recent Items** box.

You can go back on your Case to see its progress anytime. You will also receive notification in your email box for any update to your Case. If you need to add or correct information, go back to your Case on BOSSWeb, you cannot reply to these notification emails.



The screenshot displays the BOSSWeb interface. On the left, there is a 'Search' section with a dropdown menu set to 'Cases', a text input field containing 'Enter Case #', and a 'Go!' button. Below this is a 'Recent Items' section listing several cases. On the right, the 'All Cases' section features a 'View:' dropdown menu with options: 'All Cases', 'All Open Cases', and 'Recently Viewed Cases'. The 'All Cases' option is selected. Below the dropdown is a table with columns for 'Action', 'Case #', and 'Contact Name'.

Action	Case #	Contact Name
<a href="#">Edit</a>	<a href="#">00149277</a>	<a href="#">Cossette, Richard</a>
<a href="#">Edit</a>	<a href="#">00149278</a>	<a href="#">Cossette, Richard</a>
<a href="#">Edit</a>	<a href="#">00149281</a>	<a href="#">Cossette, Richard</a>
<a href="#">Edit</a>	<a href="#">00149282</a>	<a href="#">paquette, gilles</a>
<a href="#">Edit</a>	<a href="#">00149283</a>	<a href="#">Cossette, Richard</a>



# BOSSWeb Cases – Additional information

## 4. Follow your Case (cont'd)

You can quickly see the status of your Case on the Case tool home page:

- **New** : Your Case has been submitted to BRP and will be assigned to an agent soon.
- **In progress** : An agent is working on your Case.
- **Pending information** : An agent has opened your Case but needs additional information to get back to you. Go on the Cases tool and add the information needed to your Case. Do not answer to the notification email.
- **Closed** : An answer has been provided, the case is closed (phone Case)
- **Closed with notification** : An answer has been sent to you via the Case tool. Open your Case or look in your email box for your answer.

The screenshot shows the BOSSWeb Cases interface. On the left, there is a search bar with a dropdown menu set to 'Cases', a 'Go!' button, and a link to 'Advanced Search...'. Below the search bar is a 'Recent Items' section with a link to 'VIRTUAL CITY (sample Dealer Only)'. The main area is titled 'All Cases' and features a 'View:' dropdown menu with options: 'All Cases', 'All Open Cases', and 'Recently Viewed Cases'. A 'New Case' button is located in the top right corner. Below the dropdown is a table of cases with the following columns: Action, Contact Name, Subject, and Status. The 'Status' column is circled in red. The table contains three rows of data:

Action	Contact Name	Subject	Status
<a href="#">Edit</a> 00149277	<a href="#">Cossette, Richard</a>	TEST - Oct 10 NV - TEST	Closed
<a href="#">Edit</a> 00149278	<a href="#">Cossette, Richard</a>	PAC credit TEST	Closed
<a href="#">Edit</a> 00149281	<a href="#">Cossette, Richard</a>	Test prod	Closed

Once your Case is closed, you can always go back to edit it, add a comment or a document. This will re-open your Case with your agent. (please refer to page 13 of this document)



## 5. Knowledge Center

The VIN page of a vehicle on the Knowledge Center now displays a **Case History box** at the bottom.

This box is updated automatically with all the cases opened with regards to this VIN, either received by phone or computer.

Your access to these cases is limited to what is pertinent depending on your role within the dealership.

The screenshot shows two side-by-side panels. The left panel is titled 'COMMUNITY' and contains a 'Threads' section with a list of links: 'see attached latest B.U.D.S. chart dec 2011', 'New B.U.D.S. Chart October 2011', and 'New B.U.D.S. Chart October 2011'. The right panel is titled 'CASE HISTORY' and contains a table with two columns: 'Subject' and 'Created Date'. The table has two rows of data. A red box highlights the 'CASE HISTORY' header, and a red arrow points to it.

Subject	Created Date
<a href="#">690892</a>	2013/09/26
<a href="#">Beesley...</a>	2013/09/26

1 to 2 of 2 entries

Should you need further information on how to use the Knowledge Center, type : **Tips and tricks** in the Keyword box of the Knowledge Center and open the article : [Knowledge Center and Community - Tips and tricks](#)



## 6. Examples of requests

Below are some examples of requests you can send through the BOSSWeb Case tool. These requests are those that will benefit your dealership. Questions that could benefit other dealers should be posted on the BRP Community.

### **Customer assistance**

- Assistance on resolving a complex customer situation
- Support for an unclear or repetitive issue

### **PAC request/report related to a part #**

- Part specification
- Part number request
- Pricing inquiry
- Compatibility

### **PAC request related to a transaction #**

- Order/Back order cancellation
- Return request
- Shipment/Order error
- Return status/Issue
- Invoice Info

### **Technical support request/Report**

#### **Incident**

- Diagnosis assistance
- Report failure (RPQ)
- Report incident

#### **Technology / BOSSWeb support/ issues/configuration**

- Support
- Configuration/access codes
- Etc.

#### **Warranty**

- Claim correction / error
- Registration
- Coverage information
- Campaign / Bulletin
- B.E.S.T
- Warranty part return





## 7. Giving user access

The Dealer Principal **must** give access to BOSSWeb Cases to all employees that will contact BRP.

To give access, follow these simple steps :

1. Go on the top page menu on BOSSWeb
2. On the **Administration** tab select **Dealership**
3. In the Contacts section, click on the employee's name (**Contact name** column)

The screenshot shows the BOSSWeb interface with the following elements:

- Top navigation menu: INFO CENTER, FINANCIAL, COMCENTER, TRAINING, ADMINISTRATION, DEALERSHIP. Red arrows point to ADMINISTRATION and DEALERSHIP.
- Header: Business Account VIRTUAL CITY(sample Dealer Only)
- Link: <a href="#>< Back to List: Accounts</a>
- Section: Business Account Detail [Edit]
- Fields:
  - Account Name: VIRTUAL CITY(sample Dealer Only) [View Hierarchy]
  - Account Number: 0000694307 Toll-f
  - Dealer Email: diane.taylor@brp.com
  - Website:
  - Case Coordinator: Nicolas Petit
  - OMS Coordinator: Gilles Paquette
  - latitude/
- Section: Address Information
- Fields:
  - Billing Address: 75 J.A. BOMBARDIER STREET SHERBROOKE, Z9Z 9Z9
  - State/Province Code: QC
  - Country Code: CA
- Section: Dealer Lead Options
- Field: Lead Coordinator: Genevieve Marchand [Edit]
- Section: Contacts [New Contact]
- Table:

Action	Contact Name	Email
Edit	2014 Club BRP	rcossette08@gmail.com
Edit	Advertising_ca	carole.bernier@brp.com



## 7. Giving user access cont'd

4. Click on the **User permission** button
5. Scroll down to select the **Info Center** role (make sure all boxes are check marked)
6. Save your changes

Contact	
2014 Club BRP	
Contact Detail	
Name	2014 Club BRP
Middle Initial	
Gender	
Email	<a href="mailto:rcossette08@gmail.com">rcossette08@gmail.com</a>

<input checked="" type="checkbox"/>	Info Center
<input checked="" type="checkbox"/>	Knowledge Center
<input checked="" type="checkbox"/>	Community
<input checked="" type="checkbox"/>	Cases

Check mark the **Info Center** to assign the right to use BOSSWeb **Cases** (to send information requests or questions), the **Knowledge Center** (type in the VIN to get all information on a vehicle) and the **Community** (latest information shared between BRP and its dealers 24/7).