

# FLAG SELF-SERVE PORTAL

## Company Contacts Management



Visit the 'Company Contact Listing' section **regularly** to ensure your contacts are updated and no important notifications are missed.

### Updating Company contacts

- Log in to the FLAG SelfServe Portal: <https://selfserve.flagtel.com/>

If you have a SelfServe portal user with full rights to the "Contacts" section, you can easily update your company contact details.

- Navigate to the 'Contacts' section

The screenshot shows the FLAG Self-Serve Portal dashboard. The top navigation bar includes 'Dashboard', 'Case Management', 'Order Management', 'Inventory', 'Manage Users', 'Contacts', and 'Information Hub'. A dropdown menu is open under 'Contacts', showing options: 'Create Company Contacts', 'Company Contact Listing', 'FLAG Contact Listing', and 'Contact Us'. The 'Company Contact Listing' option is highlighted. Below the navigation, there is a 'GLOBAL DASHBOARD' section with a table showing metrics for 'Region', 'Inventory', 'Open Orders', 'Open CS xxxxx Cases', and 'Open INC xxxxx Tickets'.

Region	Inventory	Open Orders	Open CS xxxxx Cases	Open INC xxxxx Tickets
	8	0	1	0
	5	1	2	0
GLOBAL	13	1	3	0

- Contacts must be updated for each **entity name/account** managed by your company
- If you manage multiple entities/accounts, updates need to be done separately for each one. For **Global users**, select the **Global Entity View** to manage contacts across all entities.
- Go to the 'Company Contact Listing' option in the 'Contacts' section

The screenshot shows the FLAG Self-Serve Portal dashboard. The top navigation bar includes 'Dashboard', 'Case Management', 'Order Management', 'Inventory', 'Manage Users', 'Contacts', and 'User Guide'. A dropdown menu is open under 'Contacts', showing options: 'Create Company Contacts', 'Company Contact Listing', 'FLAG Contact Listing', and 'Contact Us'. The 'Company Contact Listing' option is highlighted with a yellow box. Below the navigation, there is a 'DASHBOARD' section with a 'Welcome back,' message and four cards: 'Open' (CS xxxxx Cases (0), INC xxxxx Tickets (0)), 'Open Orders' (0), 'Inventory' (1), and 'Users' (0).

- Find the contact you need to update
- In the **'Action'** column, click the **pencil icon** to edit the contact

S No.	Name	Email	Phone Number	Contact Type	Contact Sub Type	Designation	Action
1			N/A	Billing	Accounts Payable	N/A	
2			N/A	Billing	Accounts Payable	N/A	
3				Service Support	NOC Contact	N/A	
4			+44	Change Management	Planned work	N/A	
5				Service Support	NOC Contact	N/A	
6				Business	Account Management	N/A	
7			+ 1 201	Order Management	Technical contact	N/A	
8			+1 212	Business	Account Management	N/A	

- Please ensure that all mandatory fields, indicated with an asterisk (\*), are completed.
- All contact details can be updated or modified except for the **'Email'** address and **'Contact Type'**; if either requires changes, kindly delete the existing contact and create a new entry.
- There are three sections that must be completed: **Basic Info, Contact Details, and Business Information.**

**Edit Contact**

**Basic Info**

Title: Select Title (dropdown), First Name \* (text), Last Name \* (text)

Email \* (text)

**Contact Details**

Contact Number \* (Code: 9876543210), Mobile Number (Code: 9876543210), Preferred Contact Hours (text)

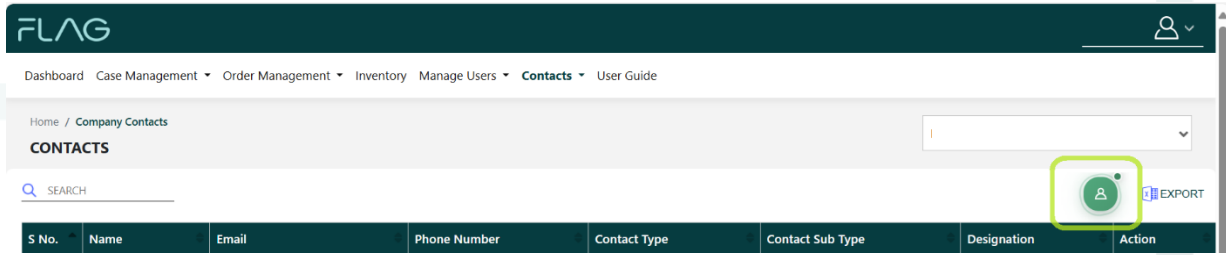
Designation/Position/Role (text), Time Zone (dropdown)

**Business Information**

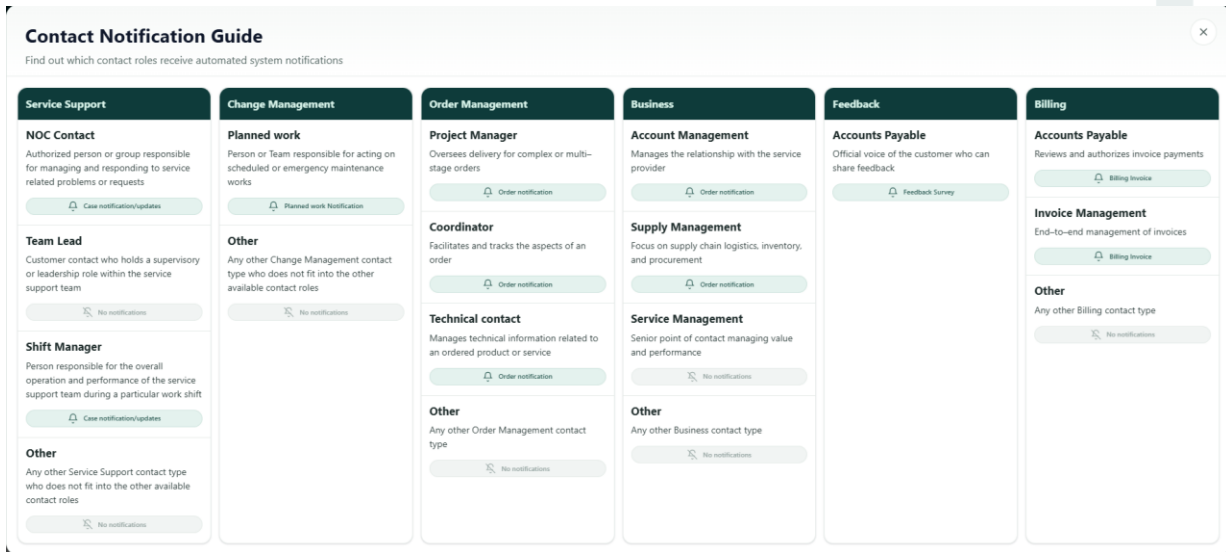
Contact Type \* (Billing), Sub-Contact Type \* (Accounts Payable), Email Notification (Billing Invoice), PAN (text)

[Submit Details](#)

- To complete the Business Information section and choose the appropriate contact type, please consult the **'Contact Notification Guide'** accessible via the information icon provided at the top right of the **'Company Contact Listing'** table.

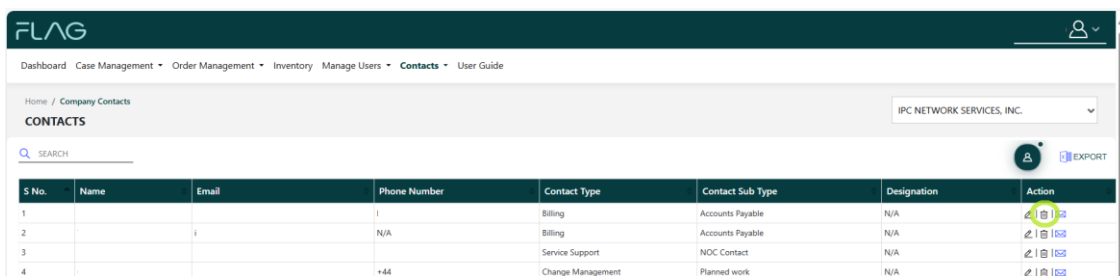


**(!) Important:** Select the correct contact type and sub-contact type based on roles and required notifications. Some roles will not get notifications if chosen incorrectly.

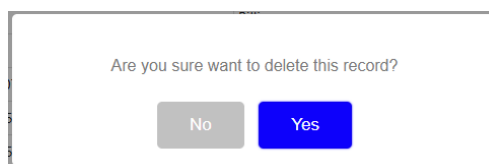


## Deleting Company contacts

- In case you require to delete a contact you will need to select the bin icon

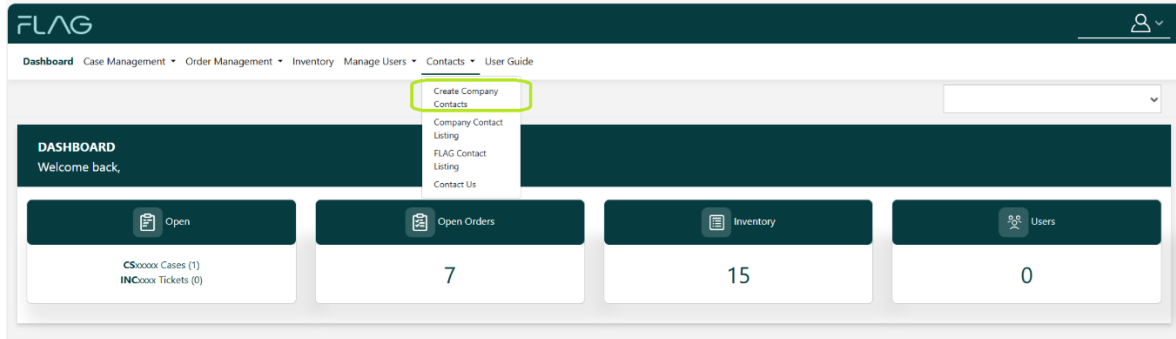


- The system will prompt you to confirm the contact deletion.

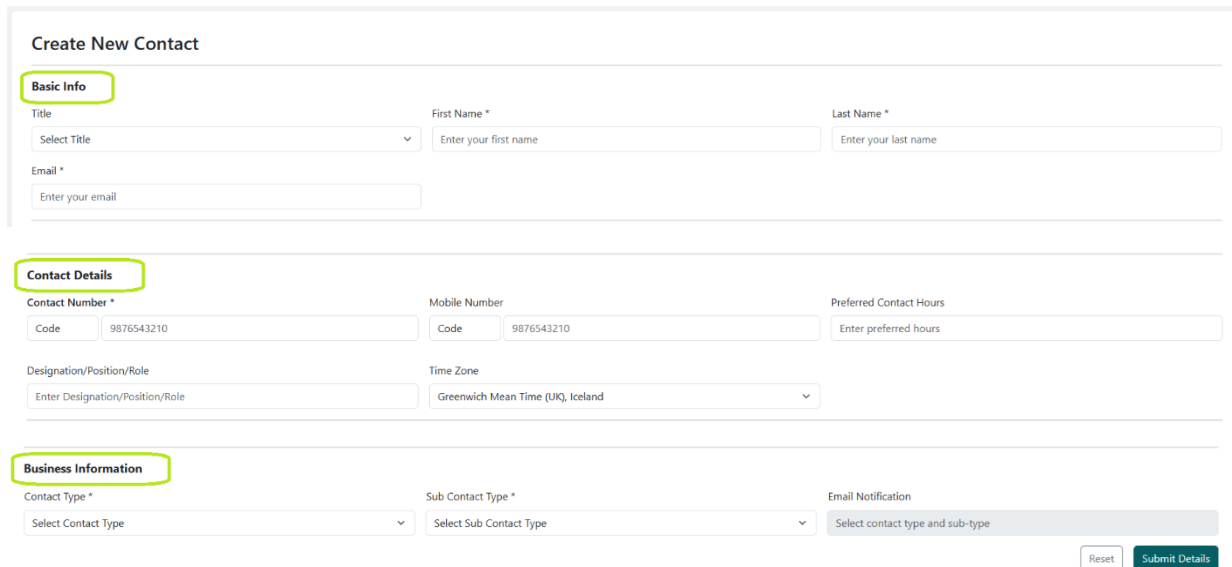


## Create Company contacts

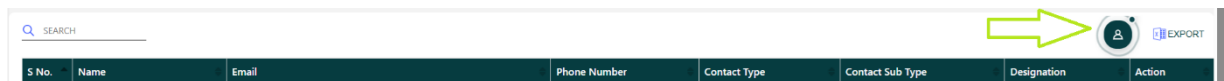
- Go to the **'Create Company Contact'** option in the **'Contacts'** section



- The **'Create New Contact'** form will open. Please ensure that all mandatory fields, indicated with an asterisk (\*), are completed in each section.

A screenshot of the 'Create New Contact' form. The form is divided into three sections: 'Basic Info', 'Contact Details', and 'Business Information'. Each section has a yellow box around its title. The 'Basic Info' section includes fields for Title, First Name, Last Name, and Email. The 'Contact Details' section includes fields for Contact Number, Mobile Number, Preferred Contact Hours, Designation/Position/Role, and Time Zone. The 'Business Information' section includes fields for Contact Type, Sub Contact Type, and Email Notification. There are 'Reset' and 'Submit Details' buttons at the bottom right.

For guidance on selecting the appropriate **'Contact Type,'** please consult the **'Contact Notification Guide'** located in the **'Company Contact Listing'** section.

A screenshot of the 'Company Contact Listing' table. The table has columns for S No., Name, Email, Phone Number, Contact Type, Contact Sub Type, Designation, and Action. A yellow arrow points to the 'Action' column, which contains a user icon and an 'EXPORT' button.

- According to the **'Contact Type,'** you will need to select the **'Contact Sub Type'** based on roles and required notifications. Some roles will not get notifications if chosen incorrectly.

The different contact types are shown below.

(!) **IMPORTANT** Note: only **registered 'Service Support' contacts** can submit Case Creation requests for service cases.

## - Billing

**Business Information**

Billing: Manages invoice review, approval, and payment processes

Contact Type \*

Billing

## - Business

**Business Information**

Business: Manages strategic relationships and supply chain interactions with the service provider

Contact Type \*

Business

## - Change Management

Enter Designation/Position/Role

**Business Information**

Change Management: Manages scheduled or emergency maintenance activities

Contact Type \*

Change Management

## - Feedback

**Business Information**

Feedback: Shares feedback on service experience

Contact Type \*

Feedback

## - Order Management

**Business Information**

Order Management: Oversees and coordinates the delivery and technical aspects of service orders

Contact Type \*

Order Management

## - Service Support

**Business Information**

Service Support: Handles service-related issues and requests, including shift-based support

Contact Type \*

Service Support

- Please select the 'Contact Sub Type' after selecting the 'Contact Type'

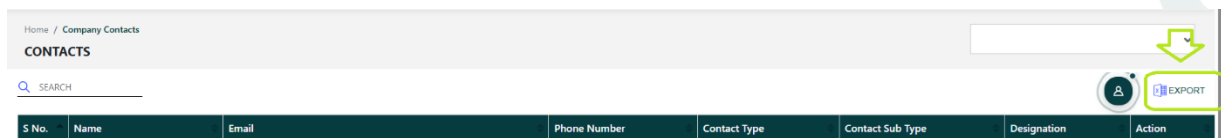
Contact Notification Guide					
Find out which contact roles receive automated system notifications					
<p><b>Service Support</b></p> <p><b>NOC Contact</b> Authorized person or group responsible for managing and responding to service related problems or requests</p> <p>Case notification/updates</p> <p><b>Team Lead</b> Customer contact who holds a supervisory or leadership role within the service support team</p> <p>No notifications</p> <p><b>Shift Manager</b> Person responsible for the overall operation and performance of the service support team during a particular work shift</p> <p>Case notification/updates</p> <p><b>Other</b> Any other Service Support contact type who does not fit into the other available contact roles</p> <p>No notifications</p>	<p><b>Change Management</b></p> <p><b>Planned work</b> Person or Team responsible for acting on scheduled or emergency maintenance works</p> <p>Planned work Notification</p> <p><b>Other</b> Any other Change Management contact type who does not fit into the other available contact roles</p> <p>No notifications</p>	<p><b>Order Management</b></p> <p><b>Project Manager</b> Oversees delivery for complex or multi-stage orders</p> <p>Order notification</p> <p><b>Coordinator</b> Facilitates and tracks the aspects of an order</p> <p>Order notification</p> <p><b>Technical contact</b> Manages technical information related to an ordered product or service</p> <p>Order notification</p> <p><b>Other</b> Any other Order Management contact type</p> <p>No notifications</p>	<p><b>Business</b></p> <p><b>Account Management</b> Manages the relationship with the service provider</p> <p>Order notification</p> <p><b>Supply Management</b> Focus on supply chain logistics, inventory, and procurement</p> <p>Order notification</p> <p><b>Service Management</b> Senior point of contact managing value and performance</p> <p>No notifications</p> <p><b>Other</b> Any other Business contact type</p> <p>No notifications</p>	<p><b>Feedback</b></p> <p><b>Accounts Payable</b> Official voice of the customer who can share feedback</p> <p>Feedback Survey</p>	<p><b>Billing</b></p> <p><b>Accounts Payable</b> Reviews and authorizes invoice payments</p> <p>Billing Invoice</p> <p><b>Invoice Management</b> End-to-end management of invoices</p> <p>Billing Invoice</p> <p><b>Other</b> Any other Billing contact type</p> <p>No notifications</p>

- After completing the form, click on the **'Submit Details'** button. If no mandatory details are missed, the system will confirm the user creation and will display it in the **'Customer Contact Listing'** table
- You can add **unlimited contacts**.

## Exporting Contact details



You can **export** your contacts to an Excel file for further processing by simply clicking the **EXPORT icon** in the 'Company Contact Listing' section.



## Need Help?

For assistance, please contact our **GNOC** team at [gnoc@flagtel.com](mailto:gnoc@flagtel.com), and they'll guide you through the process.