



CUSTOMER EXPERIENCE HUB



Everything you need to get started!



Are technology issues causing unnecessary frustration and impacting your business operations?

Look no further than Pentagon Solutions. Our team of dedicated Pentagon Support Champions understand the importance of efficient solutions and quick response times. Our technical teams can provide you with support regarding CAD, Engineering Document Management, and Software Development.

Why choose us?

- Prompt Response Times
- Online or Onsite Support Options*
- Support for the Local Economy
- High Commitment to Social Value
- A Dedicated Customer Experience Hub
- Maximised Software Utilisation

Pentagon works closely with customers from IT companies to set up products and programs, workflows and processes, demos, and webinars. Our teams are subject matter experts in all different fields of work including Civil Engineering, Structural Engineering, MEP Engineering, Architecture, Cloud Services, Software Consultants, and Software Developers.

What's included?

Pentagon's Customer Experience Hub has it all! You'll have access to a multi-platorm ticketing system and technical query services all on a highly secured network.



CUSTOMER EXPERIENCE HUB



Technical Queries Services



Access to Pentagon Solutions Queries Hub



Your Ticketing System



Security & Access

- ✓ Team of Industry Specific Engineers for Subject Matter Expertise
- ✓ Priority Telephone Service
- ✓ On-site Assistance
- ✓ System Health Checks
- ✓ Remote Desktop Assistance via Team Viewer

- ✓ Personalised Interface
- ✓ Online Tutorials
- ✓ General Announcements
- ✓ FAQs

- ✓ Support History Trail
- ✓ Personalised Reports
- ✓ Multiple Ways to Contact Engineers
- ✓ Customer Feedback
- ✓ Tailored Assistance

- ✓ Multiplatform Access
- ✓ Cloud Based
- ✓ Patch Updates
- ✓ High Security Networks
- ✓ GDPR

**Online or onsite assistance depends on your chosen support package with us, please contact sales@pentagonsolutions.com for further details.*



How do I get in contact with **Pentagon**?

For over two decades, Pentagon has been providing comprehensive support services to our customers, ensuring crucial business continuity and minimising engineering and system downtime.

Our experienced technicians are available to assist with any technical problem.

We offer multiple support options, including phone, email, and remote assistance, to suit your preferences:



Talk to a member of the Pentagon team on **+44 (0) 2890 455355** where one of our Support Champions will log a support ticket for you.



Prefer email? Send your support queries to **support@pentagonsolutions.com** where we will generate a support ticket for you.



Access the Customer Experience Hub to log, track, and update tickets 24/7.

How do I access and use the Hub?



Access the hub by visiting **<https://pentagonsolutions.myfreshworks.com/login>** where you can sign in using your approved email address and password.



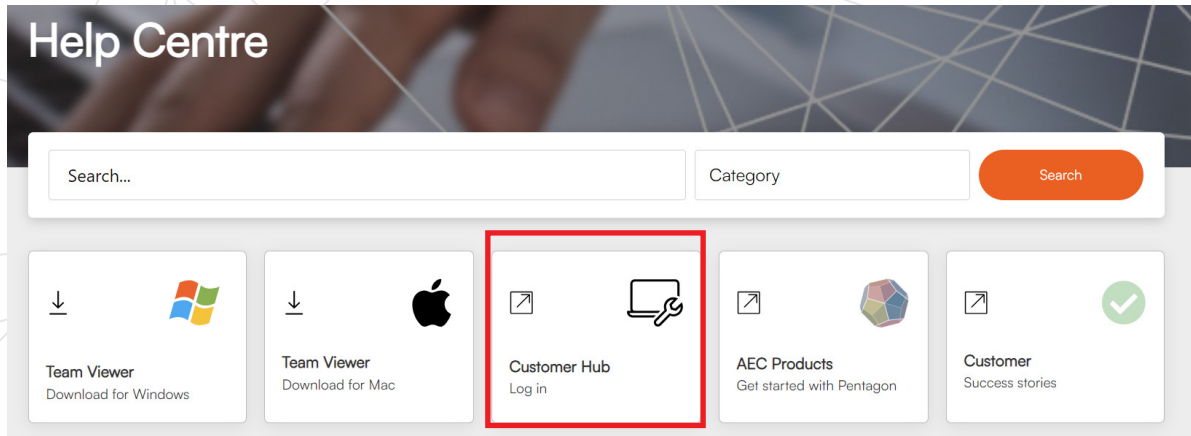
Once you have signed in, you can now view your Pentagon Solutions Knowledge Base and also raise, update, and track tickets.

Scan the barcode to learn more about our Customer Experience Hub!

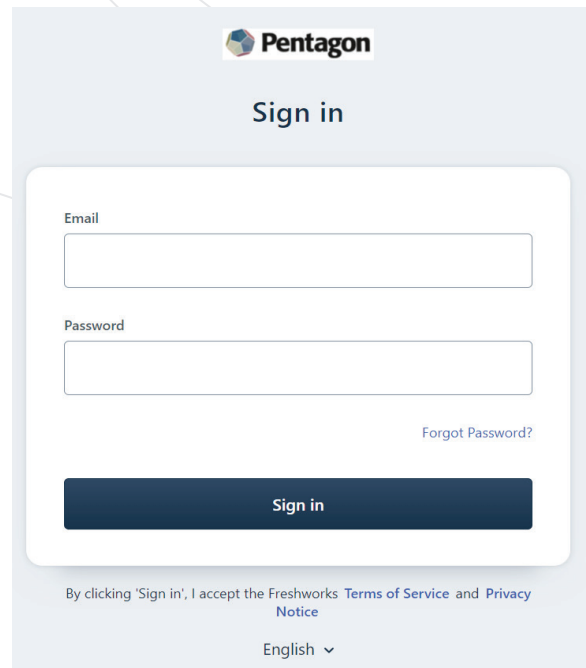


Accessing Fresh Service through the Pentagon website

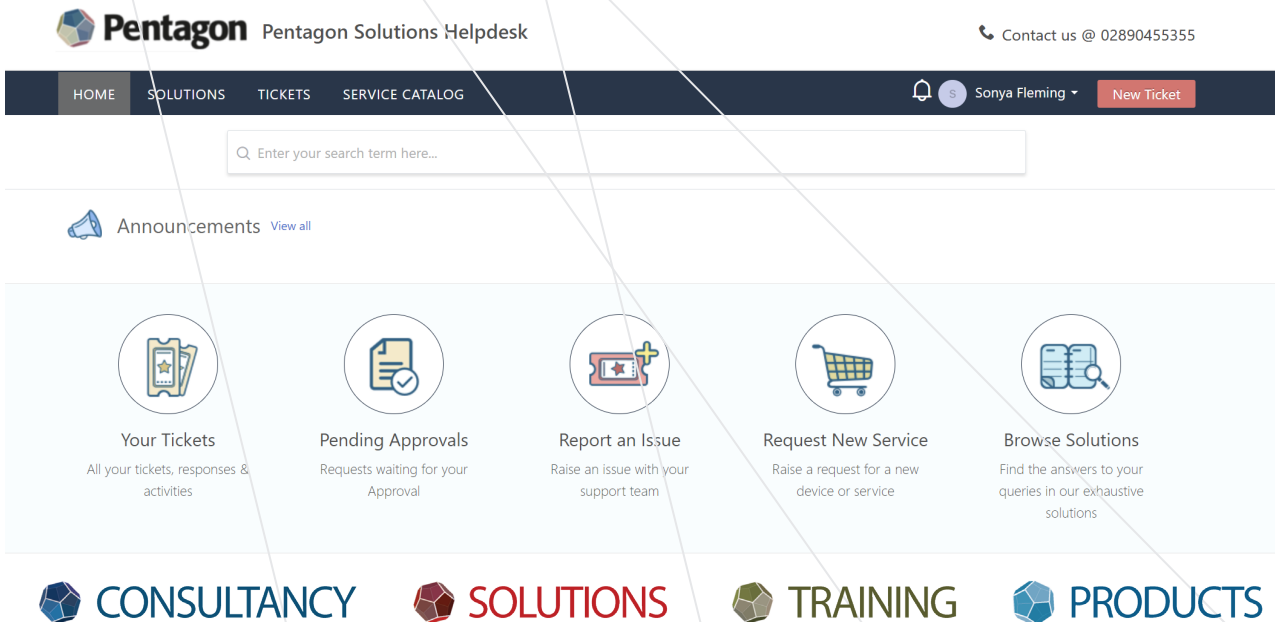
(i) - Go to <https://www.pentagonsolutions.com/help-centre/> and click on 'Customer Hub'.



(ii) - This will take you to the Fresh Service sign in page, where you can enter your email and password to login to the hub.



(iii) - Once signed in, you will have access to the hub.



How do I create a support ticket on the hub?

(i) - Login, then click on the 'New Ticket' button as indicated:

Pentagon Pentagon Solutions Helpdesk Contact us @ 02890455355

HOME SOLUTIONS TICKETS SERVICE CATALOG Sonya Fleming **New Ticket**

Q Enter your search term here...

Announcements [View all](#)

- Your Tickets**
All your tickets, responses & activities
- Pending Approvals**
Requests waiting for your Approval
- Report an Issue**
Raise an issue with your support team
- Request New Service**
Raise a request for a new device or service
- Browse Solutions**
Find the answers to your queries in our exhaustive solutions

(ii) - You will then be taken to a ticket form. Here you can fill out all required information including 'Requester', 'Subject' and a 'Description' of the issue they are facing, additional information such as 'Screenshots', as well as attaching files to tickets.

Submit a ticket

Requester *

Subject *

Description *

B I U

[Attach](#)

Project Code

ESBI Category

DFI DSB Incident No.

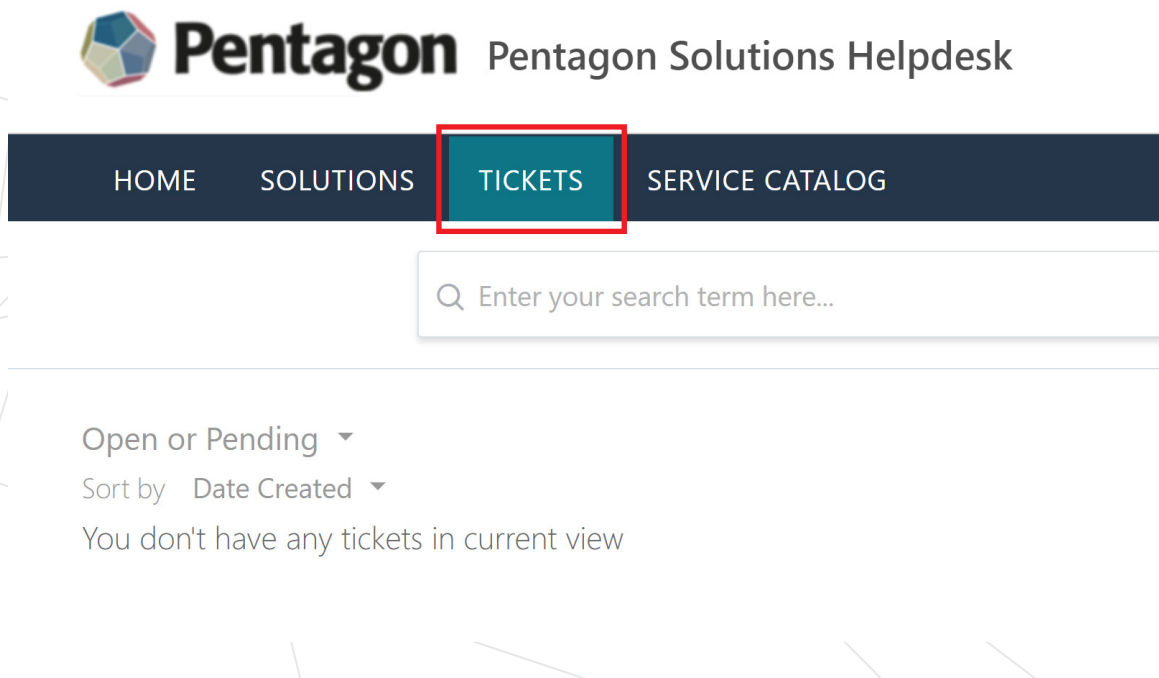
[+ Associate Asset](#)

If we have a solution to your issue in our Knowledge Base, suggested solution articles based on what they type in the subject box will be displayed to help trouble shoot the issue before logging a support ticket.

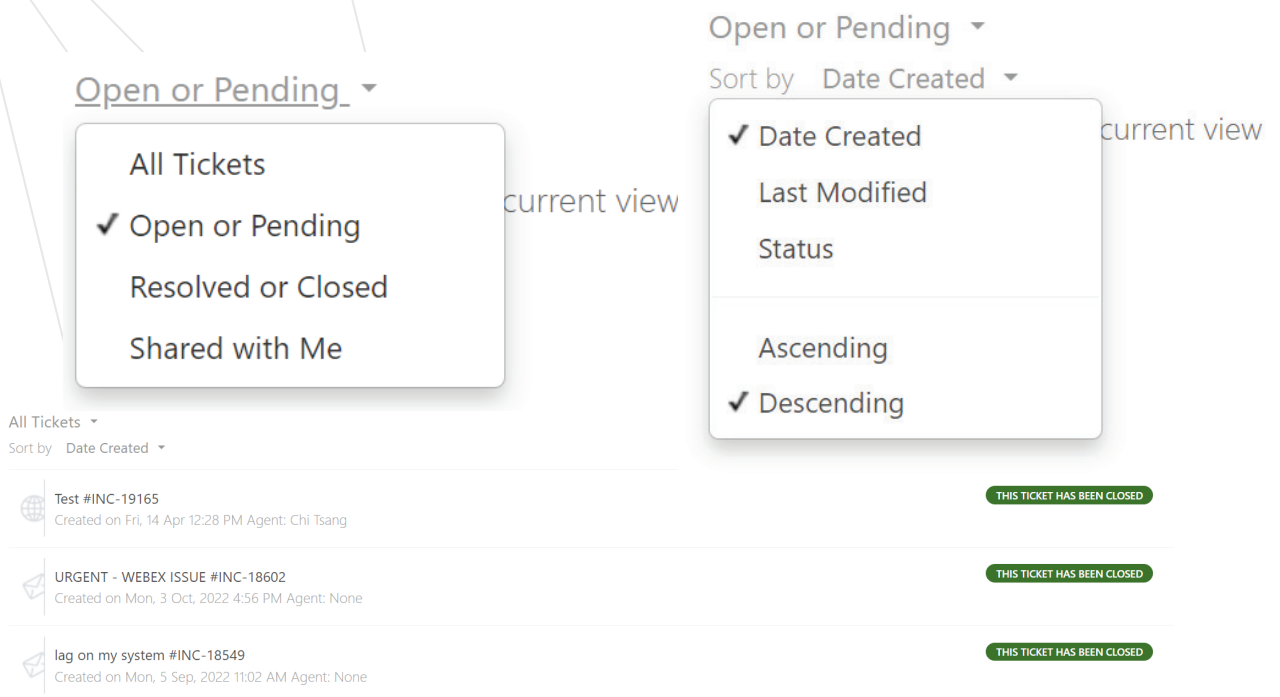
(iii) - Once you hit the 'Submit' button, a ticket will be created in our system for you. You will then be taken to the ticket page where you can check the status of the ticket, add replies and notes to it when needed.

How do I check the progress of a ticket?

(i) - Click the 'Tickets' tab to check the status of your ticket at anytime:



(ii) - Filter out tickets based on 'Status' by using the the drop down above the list of tickets:



(iii) - You can reply to any ticket at anytime to reopen it in case of further questions.

Everything you need to get up and running!

When you purchase or renew your Support Subscription with Pentagon you get the full value of your initial software investment by partnering with a team dedicated to supporting your business.

Get the most out of your chosen technologies with Pentagon Solutions:

- Leverage Pentagon's 20 years of industry experience!
- One-to-one CAD, EDM & BIM software subscription services.
- Utilise our growing team of Support Champions with a support package tailored to you.
- Get involved with our Customer Experience Hub – a community of problem sharing & solving wizards!
- Access to FREE bite-size training in the form of FAQs, webinars, tutorials, etc.
- Onboarding plans so that you hit the ground running!
- Take advantage of our BIM Consultancy team to assist with BIM-readiness.
- Chat with our in-house development team to achieve complete digital integration.
- Get help with project and digital workflow assistance.

And so much more! No project is too big or small, Pentagon has been involved in the Construction and Manufacturing industries across the UK, Ireland, Europe and the US, since 2003.

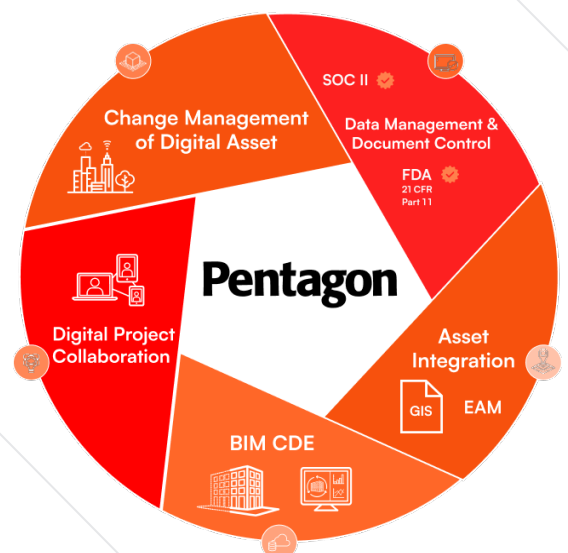
We don't: Design, Construct or Operate Plants or Assets.

We simply help you gain efficiencies across all phases of projects and plan for future challenges.

Tel: +44 (0) 2890 455355

Email: info@pentagonsolutions.com

Help Centre: www.pentagonsolutions.com/help-centre/



 CONSULTANCY

 SOLUTIONS

 TRAINING

 PRODUCTS