

NAVBLUE Support Portal is now replacing TechRequest “Software & Services”

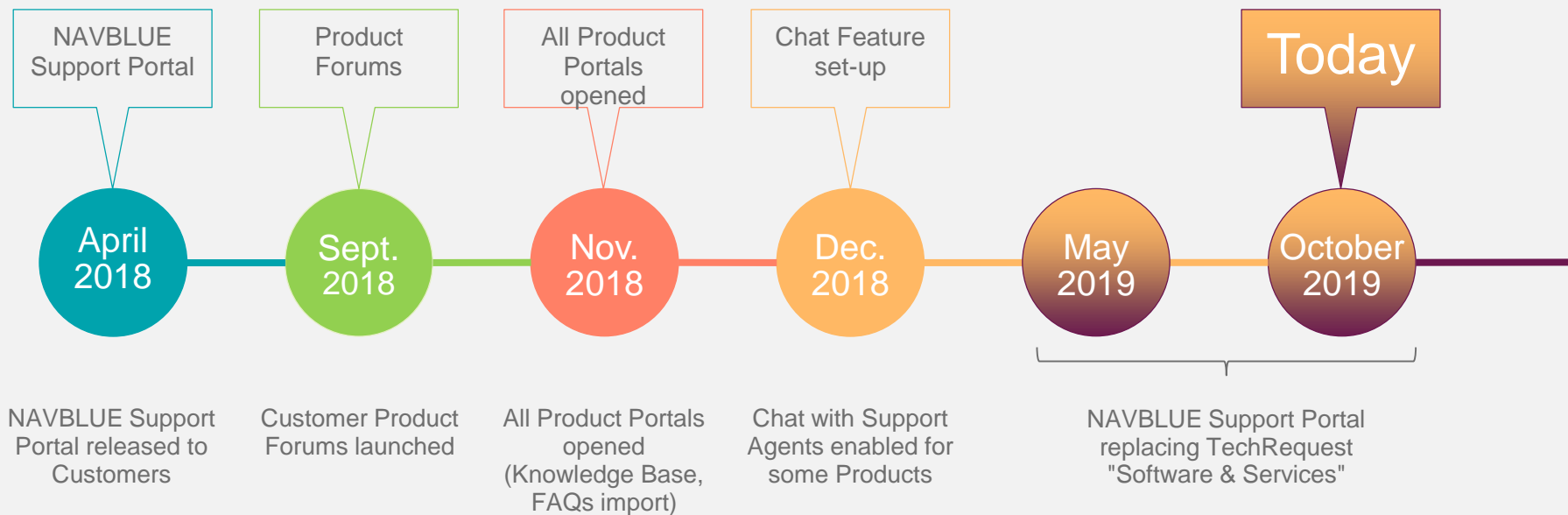
CUSTOMER EXPERIENCE | CUSTOMER SUPPORT

OCTOBER 2019



AN AIRBUS COMPANY

1) Introduction



2) Previous NAVBLUE Global Support Infrastructure

NAVBLUE SUPPORT BY PRODUCT



NAVBLUE Support Portal

<https://www.navblue.aero/support/>

OnBoard

Charts+
Navigation+
Airports+
Dispatch+

N-RAIM

N-Flight Planning
N-Performance (AODB, ToDC, V1)
N-Crew Planning
N-RAIDO
N-Tracking

Ops Control Centre

NAVBLUE/AIRBUS scope under Airbus Support Portal

TechRequest

N-Performance (PEP / LTS)
Flysmart+ / eFF
ADOC
FODM
AirFASE / SAMS
ROPS+

2) New NAVBLUE Global Support Infrastructure

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2) Final NAVBLUE Global Support Infrastructure

NAVBLUE SUPPORT BY PRODUCT



NAVBLUE Support Portal

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OnBoard

- Charts+
- Navigation+
- Airports+
- Flysmart+ / eFF**
- Dispatch+

N-RAIM

- N-Flight Planning
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- N-Performance (AODB/ToDC/V1)
- N-Crew Planning
- N-RAIDO
- N-Tracking

Ops Control Centre

Airline Flight Operations

- ADOC**
- FODM**
- AirFASE / SAMS**

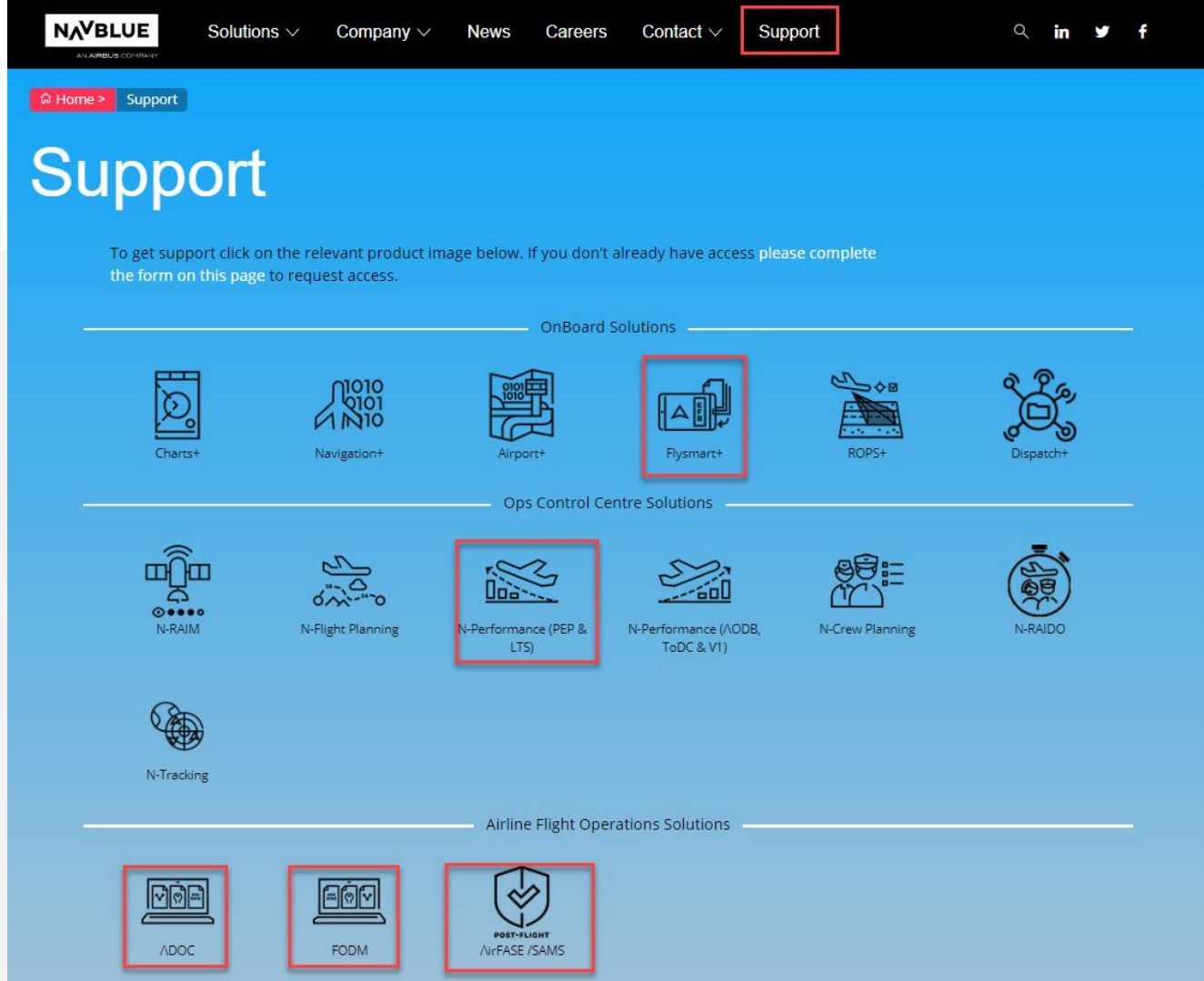
AIRBUS providing support under Airbus Support Portal

TechRequest

ROPS+

2) NAVBLUE support portal – Home page

ONE SUPPORT PORTAL FOR ALL NAVBLUE PRODUCTS

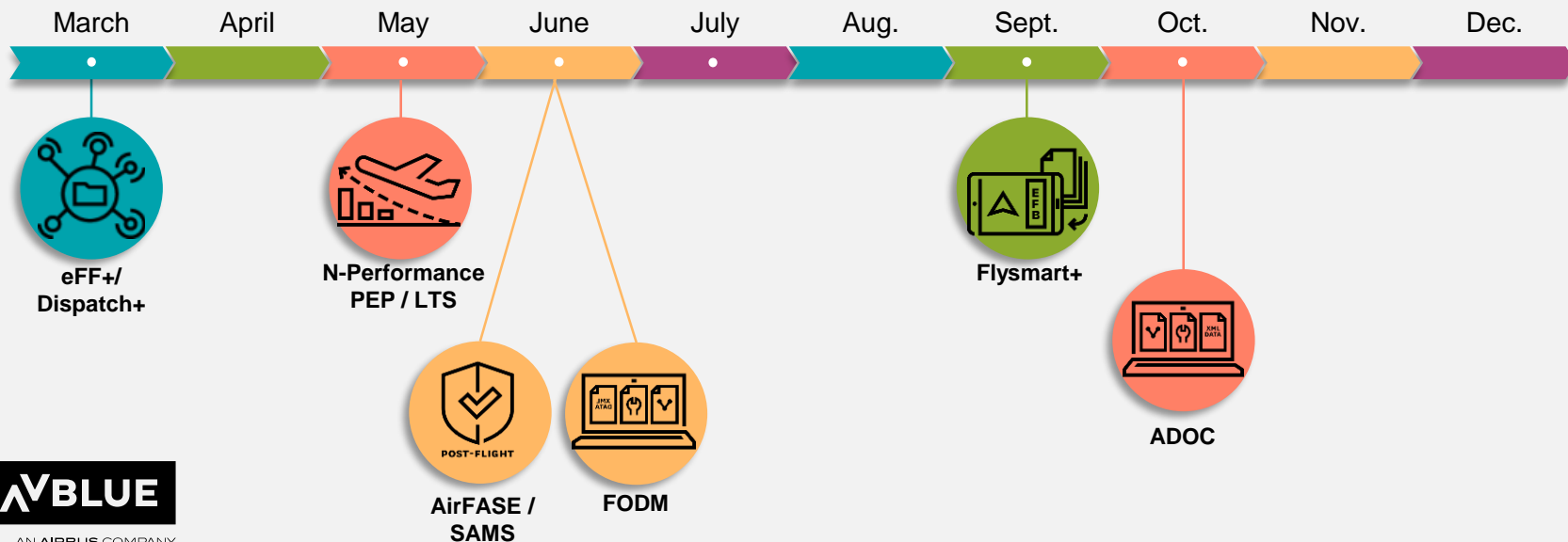


The screenshot shows the NAVBLUE Support portal home page. The top navigation bar includes links for Solutions, Company, News, Careers, Contact, and Support (highlighted with a red box). Below the navigation bar, there is a breadcrumb trail: Home > Support. The main heading is "Support". A message states: "To get support click on the relevant product image below. If you don't already have access please complete the form on this page to request access." The page is organized into three main sections, each separated by a horizontal line:

- OnBoard Solutions:** Contains icons for Charts+, Navigation+, Airport+, **Flysmart+** (highlighted with a red box), ROPS+, and Dispatch+.
- Ops Control Centre Solutions:** Contains icons for N-RAIM, N-Flight Planning, **N-Performance (PEP & LTS)** (highlighted with a red box), N-Performance (AODB, ToDC & V1), N-Crew Planning, and N-RAIDO.
- Below Ops Control Centre Solutions:** Contains an icon for N-Tracking.
- Airline Flight Operations Solutions:** Contains icons for **A/DOC** (highlighted with a red box), **FODM** (highlighted with a red box), and **POST-FLIGHT /virFASE /SAMS** (highlighted with a red box).

3) NAVBLUE Support Portal replacing TechRequest "Software & Services" : 2019 Roadmap & Achievements

For all Products, the Knowledge Bases have already been imported on the NAVBLUE Support Portal.



4) NAVBLUE Support Portal Live Presentation

PRESENTATION OF:

- Overall Architecture of the NAVBLUE Support Portal
- The Ticketing
 - How to raise a ticket
 - How to check tickets statuses
- The Knowledge Base (i.e Solutions)
 - Roadmaps
 - Releases Notes
 - FAQs
- The Forums

The screenshot shows the NAVBLUE Support Portal homepage. The navigation bar at the top includes 'Solutions', 'Company', 'News', 'Careers', 'Contact', and 'Support' (highlighted with a red box). Below the navigation bar, there is a 'Support' section with a heading and a sub-heading. The main content area is divided into three sections: 'OnBoard Solutions', 'Ops Control Centre Solutions', and 'Airline Flight Operations Solutions'. Each section contains several icons representing different solutions, with some icons highlighted in red boxes.

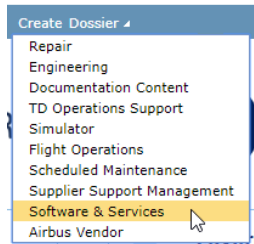
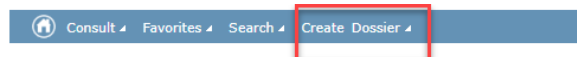
OnBoard Solutions: Charts+, Navigation+, Airport+, **Plysmart+** (highlighted), ROPS+, Dispatch+.

Ops Control Centre Solutions: N-RAIM, N-Flight Planning, **N-Performance (PEP & LTS)** (highlighted), N-Performance (AOB, ToDC & V1), N-Crew Planning, N-RAIDO.

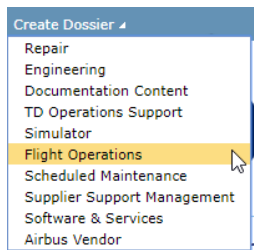
Airline Flight Operations Solutions: ADOC (highlighted), FODM (highlighted), **PEP-PLUSST / AirFASE / SAMS** (highlighted).

5) What you need to remember

- If you need support on “**Software & Services**” please login to **NAVBLUE Support Portal** and open a new ticket
- If you need support on “**Flight Operations**” please create, as usual, a dossier on **TechRequest**



NAVBLUE Support Portal



TechRequest



No worries, even if misplaced, **all tickets** will be answered!

5) Conclusion

- Connect to the NAVBLUE Support Portal: <https://www.navblue.aero/support/>
- Please **share your feedback** with us on the portal **so that we know what you would like us to do better!**

Thank you!
For more information please contact us

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<https://www.navblue.aero/support/>



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