



Online Support

Supporting our customers at the right time, anytime, and in time.

Access a world of Roche services in one location

DiaLog offers a collection of purpose-built eServices that are designed to help customers manage their daily work routine efficiently, from logging and resolving issues to finding important information quickly.

The Online Support eService combines a digital logbook, troubleshooting support and the ability to log cases with Roche online. However, many customers are used to accessing support by calling the support center. This objection handler helps you to deal with the most common concerns preventing the adoption of Online Support.

Flexibility

We don't have a computer with internet connection in the lab.

While other sources of information can be stored in the laboratory, the most up-to-date information is stored online, on the DiaLog platform. Therefore, access to the internet is an essential requirement. If you do not have a computer, you can also access DiaLog using a tablet or smartphone.

We cannot access the mobile version of DiaLog because we do not have a smartphone or tablet.

While it is not a requirement, every lab can benefit from having mobile access to DiaLog. We can support you in preparing a rationale for investing in mobile devices. What other areas of your business would benefit from using smartphones and/or tablets?

We do not have individual work email addresses.

Traceability is essential in quality management as it brings clarity to collaboration. Individual email addresses are therefore, required. We are more than happy to assist your IT department with setting this up.

Accountability

Who will be my point of contact?

After logging a case online, a call center expert will contact you to qualify the case. They will be your first point of contact and will try to help resolve the issue over the phone. If necessary, you will be assigned a dedicated Field Service Engineer (FSE) and should your situation become very urgent, you can call the Roche Customer Support Center (RCSC) and provide the case number to escalate the case further.

How can I be sure my case will be handled?

Cases created via Online Support appear in the same Roche queuing system as those logged by phone. This means that each case is treated equally. You can also track the progress of your case with the real-time updates provided in the portal.

Who will provide the solutions to my problem?

A call center expert will investigate your incident remotely, using the information and images that you supplied. If necessary, they will coordinate with your laboratory and the local FSE to schedule a visit. Urgent issues are prioritized and you will be contacted to discuss contingency planning should this be required. In all cases, the customer is made aware of the status of their case and will receive a digital report on completion.

Efficiency

Is the response time through DiaLog faster than over the phone?

Cases logged via Online Support enter the same Roche queuing system as those logged over the phone. However, Online Support cases can be passed to the appropriate expert faster and they can examine your case and begin working on it without having to call you first.

I prefer talking to someone so that we can discuss the issue in detail.

The option to log your case via the phone is still available. However, Online Support makes it easy to locate and submit detailed information by providing a drop-down list with all the information of your instruments on site. Your location and individual details can be inputted directly, and a free text field allows you to add any additional comments you may have. With Online Support, you can submit a highly detailed description of your issue faster and more easily, and you can access all relevant service history data for future conversations.

How will I know what to do?

Logging a case via Online Support is highly intuitive and easy to use. However, there are how-to guidelines and training videos available should you need them.

Usability

Are there different user interfaces for Android and IOS?

No, the user interface is the same on both Android and IOS operating systems. The type of mobile device will not impact the user's experience. However, it is important to note that Chrome (Android) and Safari (IOS) are the only two browsers supported by DiaLog.

Can I upload videos on the mobile app version?

The mobile app does not support video uploads at this time but it will be available in future versions. You can, however, upload images once a case is created. If you do need to upload images, this can be done via the desktop version of Online Support.

Do I have to scroll to find my instruments using the desktop version?

No, you can simply start typing the relevant product name, location or serial number and the results will begin to show immediately. This saves you from having to scroll to locate an instrument.

*Everything you need,
all in one place*

