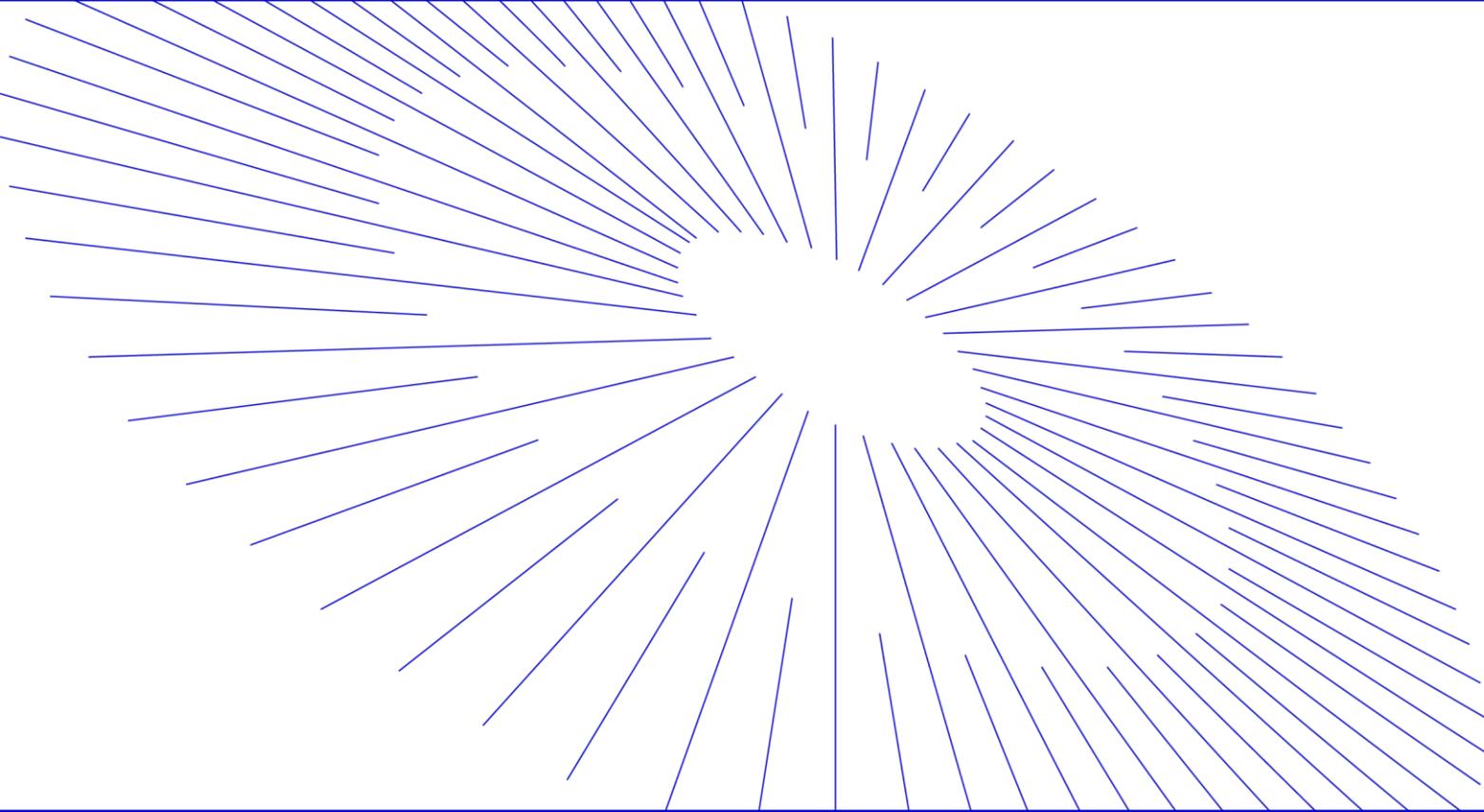


# FY2023~ Smart Construction Improvement Request Response Flow

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## Pain points of the current flow

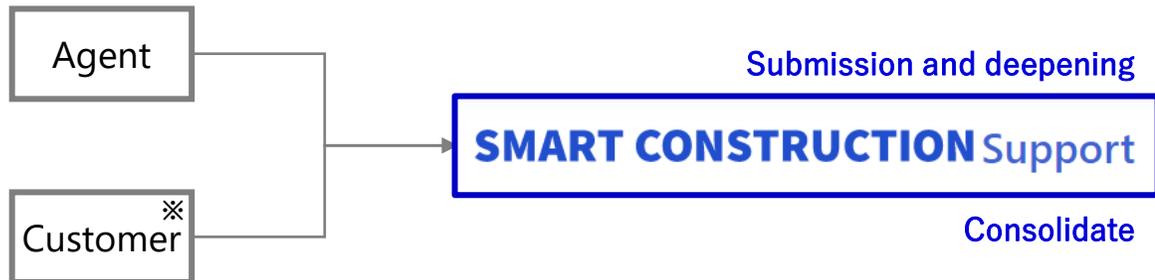
- The place to collect/deepen requests/review responses is not centralized.
- It is difficult to understand the status of response to each request (you have to go to Teams to see it).

In order to solve these problems, we will change to the new flow from July 10, 2023 (Monday).

## Current flow



## New flow



	Current	New
Aggregating	Forms	Consolidate to Zendesk
Deepening	Teams	Consolidate to Zendesk
List Management Response policy consideration	Backlog(private)	Consolidate to Zendesk
Manual process on the EB side	Need to post deep dive content to Backlog	Unnecessary
Confirmation of response status	Need to check with Teams	Easily view your query history in Zendesk

※ Customers can also submit requests for improvement directly to us

1. Access the URL for inquiries on the support site <https://support.smartconstruction.com/hc/ja/requests/new>
2. Select a region
3. Select "Product features request".
4. Fill in each item and press "Submit".

struction Support ▾ 追加 ▾

## Smart ConstructionSupport

Smart Construction Support > Submit a request

### Submit A Request

CC (optional)

Region

North America ▾ **2**

product type (optional)

Product features request(Ready: 7/10 start) ▾ **3**

Subject

[Test] SC ○○ Improvement Request [English]

Choose how urgent your request should be met.

Normal improvement request ▾

If you have a hardware or software problem in the jobsite, please contact separately instead of filling out the improvement request in Forms.

Customer company name

○○ Company

struction Support ▾ 追加 ▾

Customer company name

○○ Company

If it is a customer request, please enter customer's company name.

Customer position

Jobsite Manager

Please indicate what kind of position the customer is.

Jobsite name (optional)

○○

Please enter the name of the jobsite where the customer has introduced the SMART CONSTRUCTION.

Target "SC solution"

SC Fleet ▾

Please indicate which "SC solution you would like to improve.

Please describe in detail what improvements the customer would like to see. (optional)

Test

If possible, please elaborate on the specific features the customer would like to improve. (optional)

Test

▼

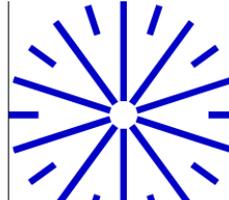
Remarks (optional)

Test

If you have any other items to include, please fill them in. If you have images or files (material or photo) to supplement to your request, please post it.

Description

T B / ☰ ☷ 📎 🔗 📧 📧



If you have a question please enter the details of your request. A member of our support staff will respond as soon as possible. If you have a request for improvement, please describe in detail what you are currently having trouble with and what kind of improvement you would like to see.

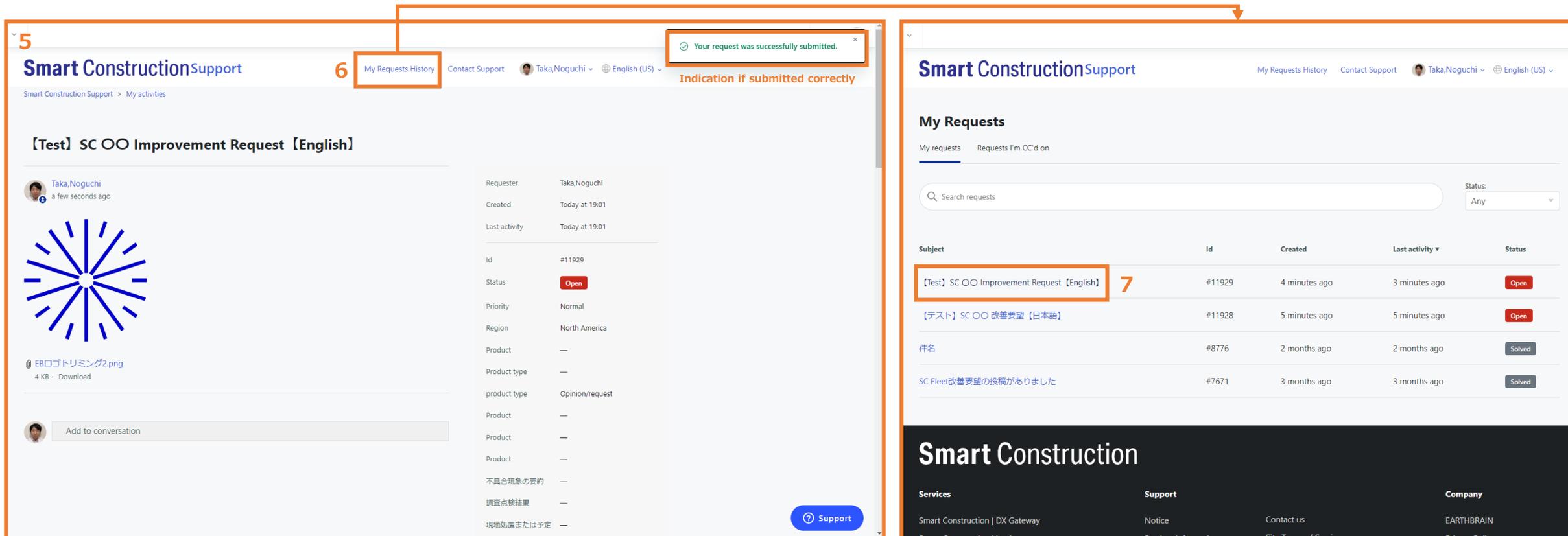
Attachments (optional)

Add file or drop files here

📎 E8ロゴトリミング2.png ×

Submit **4**

5. Screen shot after submission is complete (you will also receive an email if you signed in and submitted).
6. Click on "My Requests History" to see a list of all the requests and inquiries you have submitted.
7. Click on the submitted request for more information.  
The structure of the detail screen is the same as that of a normal inquiry.



**5** Smart ConstructionSupport

My Requests History Contact Support Taka,Noguchi English (US)

Your request was successfully submitted.

Indication if submitted correctly

**6** My Requests History

**7** [Test] SC OO Improvement Request [English]

Taka,Noguchi a few seconds ago

EBロゴリミング2.png 4 KB · Download

Add to conversation

Requester: Taka,Noguchi  
Created: Today at 19:01  
Last activity: Today at 19:01

Id: #11929  
Status: **Open**  
Priority: Normal  
Region: North America  
Product: —  
Product type: —  
product type: Opinion/request  
Product: —  
Product: —  
Product: —  
不具合現象の要約: —  
調査点検結果: —  
現地処置または予定: —

Support

Smart ConstructionSupport

My Requests History Contact Support Taka,Noguchi English (US)

**My Requests**

My requests Requests I'm CC'd on

Search requests Status: Any

Subject	Id	Created	Last activity	Status
[Test] SC OO Improvement Request [English]	#11929	4 minutes ago	3 minutes ago	<b>Open</b>
[テスト] SC OO 改善要望【日本語】	#11928	5 minutes ago	5 minutes ago	<b>Open</b>
件名	#8776	2 months ago	2 months ago	<b>Solved</b>
SC Fleet改善要望の投稿がありました	#7671	3 months ago	3 months ago	<b>Solved</b>

Smart Construction

Services Support Company

Smart Construction | DX Gateway Notice Contact us EARTH BRAIN

## Email you receive when submitting a request

【テスト】SC ○○ 改善要望【日本語】



オレンジの分類

画像をダウンロードするには、ここをクリックします。プライバシー保護を促進するため、メッセージ内の画像は自動的にダウンロードされません。



このチケットはあなたのために作成されたものです。



**Taka,Noguchi (Smart Construction Support)**

2023/3/2 午後6:59 JST



添付ファイル

[EBロゴトリミング2.png](#)

コメントを追加するには、このメールに返信してください。

SmartConstruction Support  
Copyright EARTH BRAIN Ltd.

### You will receive an email with this text

\*This email is an automatic reply from the system.

This is EARTH BRAIN User Support.

Thank you very much for taking your time to input your valuable comments and requests.

Your feedback will help us improve our products and services to better meet your needs.

We strive to provide the best possible experience for our customers, and your opinion plays a crucial role in achieving that goal. We take all feedback seriously and will carefully review your responses.

In order to further ensure your experience, please forgive us in advance that we may contact you separately to further understand your opinion.

Once again, thank you for your valuable post, and we look forward to serving you in the future.

Best Regards,

You can check posts from the same organization by clicking on “My Requests History” and then “Organization requests” in order.

Smart Construction Support

My Requests History Contact Support SUZUKI customer TEST English (US)

**My Requests**

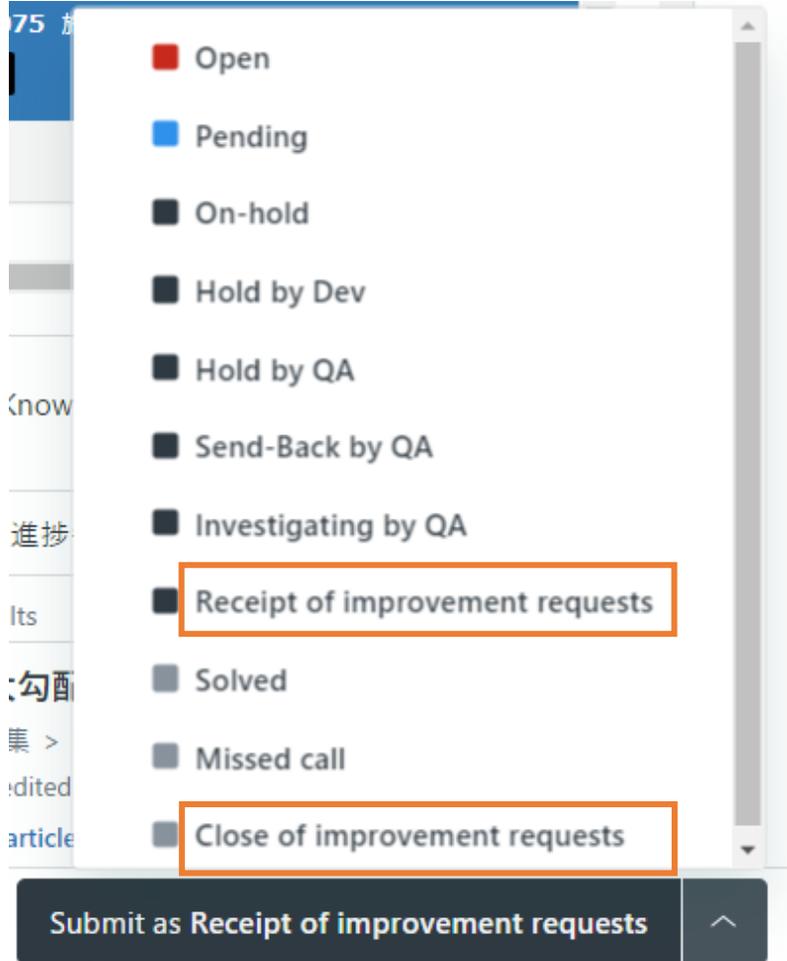
My requests Requests I'm CC'd on **Organization requests**

Search requests Follow Status: Any

Subject	Id	Requester	Last activity	Status
メッセージの送信が出来ない	#16469	花原英輔	17 minutes ago	Awaiting your reply
共有フォルダへのアップロードの仕方を教えてください。	#16433	石黒剛	21 minutes ago	Solved
使い方をおしえてください	#15894	石黒剛	21 minutes ago	Solved
メンバーがいなくなった	#16488	田澤幸生	6 minutes ago	Open
転任システム紐づかない	#16489	花原英輔	24 minutes ago	Awaiting your reply
3DMGキャブアンテナ(2AB-06-11120)不良品納入の件	#16148	大場 峻平	29 minutes ago	オープン
車体IMU不良	#15886	宮崎航	29 minutes ago	オープン
アカウント削除のお願い	#16395	秋本昌次	1 hour ago	Solved
KOMTRAX機能	#16413	関部直人	1 hour ago	Solved
アプリアップデート不可	#16120	石黒剛	1 hour ago	Solved
タブレット側で法肩のラインを作る方法があるかどうか	#16482	合田礎治	1 hour ago	Awaiting your reply

**If the improvement request includes confidential information from the customer's external sources, we regret to inform you that viewing requests from separate organizations is not possible.**

# EARTHBRAIN will change the status according to the response status.



## 【Receipt of improvement requests】

This status will be selected simultaneously with the submission of the request.

## 【Close of improvement requests】

This status will be changed in the following cases:

- When the requirements of the request are understood.
- If no response is received from the submitter within 5 business days from the date of the question.

We apologize for the inconvenience, but in such cases, we kindly request you to submit the request again.

If there is a lead time for a response from the customer, please provide a comment stating so.

If the requirements of the request are understood or if there is a lack of response from the submitter for 5 business days during the investigation process, the status will be changed to "Close of improvement requests."



The screenshot displays the EARTH BRAIN ticket management interface. The ticket is titled "SCフリートの改善要望です。" (SC Free improvement request) and is currently in the "保留中" (On Hold) status. The ticket details include the brand "Smart Construction Support", the requester "川上利博", and the assignee "Fleet".

A public comment by Taka, Noguchi is highlighted with a blue box and labeled "Public Comment". The comment text is as follows:

SCフリートの改善要望です。  
システム経由  
宛先: 川上利博 詳細を表示  
川上様  
お世話になっております、改善要望の投稿ありがとうございます。  
現在1つ目の色変更の要望について技術的に可能かどうか、開発業者に確認を入れています。  
返答ありましたら追って連絡いたします。  
2つ目と3つ目は技術的には可能ですので、要望リスト入りとさせていただきます。  
尚、対応のお約束はできかねますので、ご了承ください。

The comment is dated "5月19日 01:59 午後" (May 19, 01:59 PM) and is marked as "割り当てる" (Assign). The comment text continues:

度々失礼いたします。  
1つ目の要望についても開発業者に確認がとれましたので回答します。  
技術的には実現可能とのこと。  
上記と同じく対応のお約束はできかねますが、要望リスト入りとさせていただきます。  
この度は要望投稿いただきありがとうございました。

At the bottom right, a dropdown menu is open, showing the status "保留中としてチケットを保存" (Save ticket as On Hold). The "Close of improvement requests" option is highlighted with an orange box, and an arrow points to it from the text "Change status".

On the right side, a legend shows the status options:

- Open
- Pending
- On-hold
- Hold by Dev
- Hold by QA
- Send-Back by QA
- Investigating by QA
- Receipt of improvement requests
- Solved
- Missed call
- Close of improvement requests

The "Close of improvement requests" option is highlighted with an orange box, and an arrow points to it from the text "Change status".

The new flow will be operational from **Monday, July 10, 2023**.

The current Forms submission will stop at **18:00(UTC+09:00) on Friday, July 7, 2023**.

All existing requests are stocked by EARTHRAIN's development team.

If necessary, we may use Teams to deepen the content of your request.

We would appreciate your cooperation in such cases.

