



VMware by Broadcom
授權開通及開Case說明

2024.09

授權開通說明

1. 終端客戶收到博通過單信件 (下單後約五至七天客戶會收到)

- 主旨: COPROD1 : Broadcom Software delivery for Contract # 123456 (過單合約號碼)
- 過單信將會包含以下重要客戶資訊:

Your Account Information	
ERP Cust Acct Number:	客戶ERP#
Support Site ID:	客戶Site ID# 未來開Case必填
End User Name:	客戶公司名稱
Contact Name:	客戶承辦姓名
Sold To:	Zero One Technology Co., Ltd.
Reseller Name:	經銷商公司名稱
Contract #:	合約號碼
PO#:	代理商PO#
Support Provider Information:	Zero One Technology Co., Ltd.

2. 開始註冊

- 信件內將附上完整註冊流程，為方便客戶閱讀，以下提供翻譯，後面提供詳細畫面教學。

New User Portal Registration

1. Navigate to the [Broadcom Support Portal](#) and click Register
2. Complete the initial User Registration process
3. Once you get to the Registered Successfully page, select Yes, I want to Build my Profile
4. Select Broadcom Software and enter your Support Site ID which can be obtained from Your Account Information section in this letter
5. Please allow up to 24 hours for your request to be approved

Important: Your Support Site ID provides you the necessary access to your account information, software downloads, license key generation and case management capabilities. Please take note of this number and share it with others within your organization who require access to Broadcom systems.

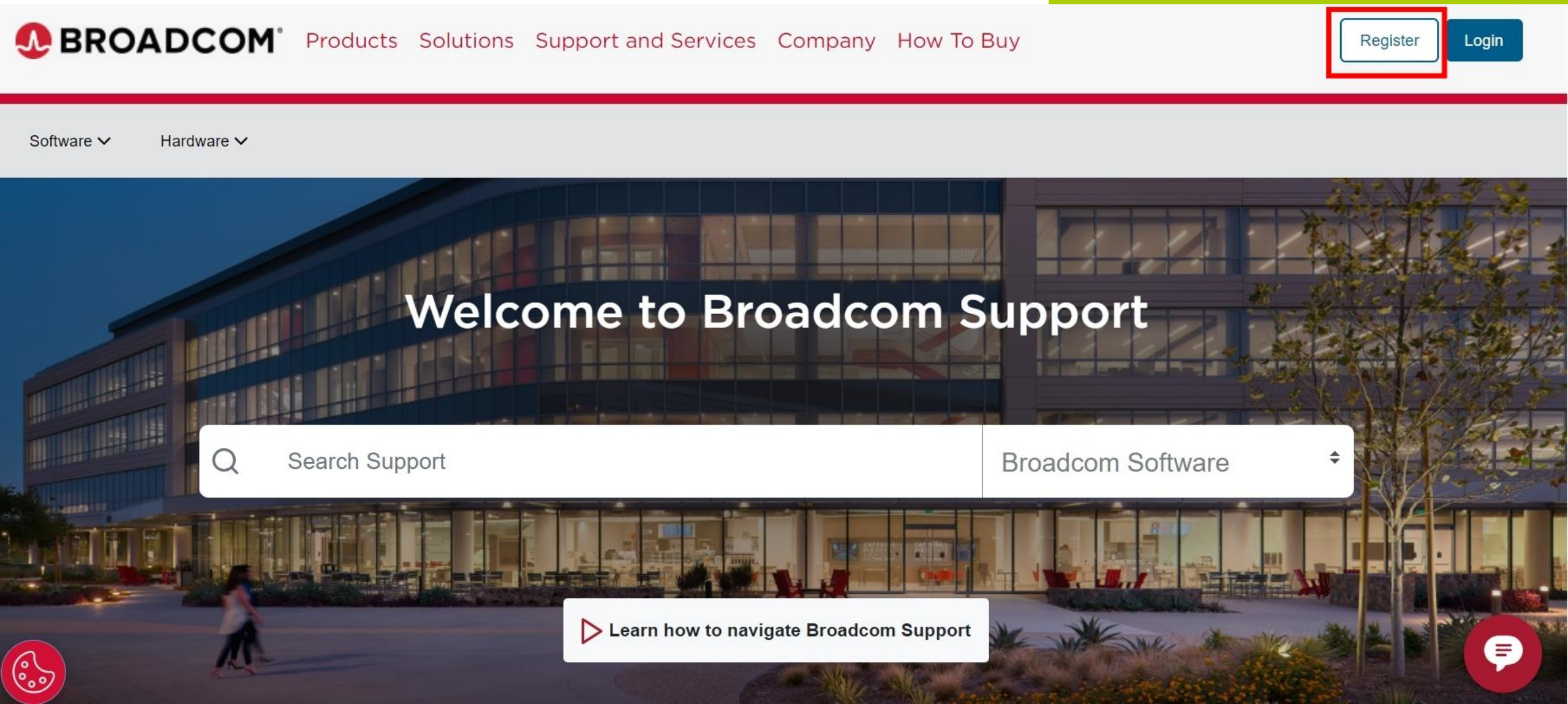
New User Portal Registration

- 一、點擊博通入口網站並點選註冊，網址[Home - Support Portal - Broadcom support portal](#)
- 二、完成初步使用者註冊流程
- 三、一旦畫面跳轉至註冊成功的介面，請點選Yes, I want to Build My Profile
- 四、選擇類別Broadcom Software並且輸入Site ID (過單信上所顯示的Site ID)
- 五、接下來請等待24小時審核並核准。

備註: 綁定Support Site ID將提供您完整的權限來瀏覽您的帳戶資訊、進行軟體下載、獲得授權許可和提供您開Case資格。請務必留存此Site ID並可將此號碼分享給您的同仁以便未來可管理授權。

3. 流程畫面教學

一、 點擊博通入口網站並點選註冊 (參見下列右上角紅框處) , 網址 [Home - Support Portal - Broadcom support portal](https://www.broadcom.com/support-portal)



3. 流程畫面教學

二、完成初步使用者註冊流程 (下列紅框處請填寫使用者Email以及圖形驗證碼)

Broadcom Support Portal

Enhance your skills through multiple self-service avenues by creating your Broadcom Account

User Registration

Create your Account

Email Address

name@company.com



Enter text from image

Next

⚠ Use of a shared email account or a distribution list (PDL) is a security risk and a violation of the [Terms of Use](#) for this Site.

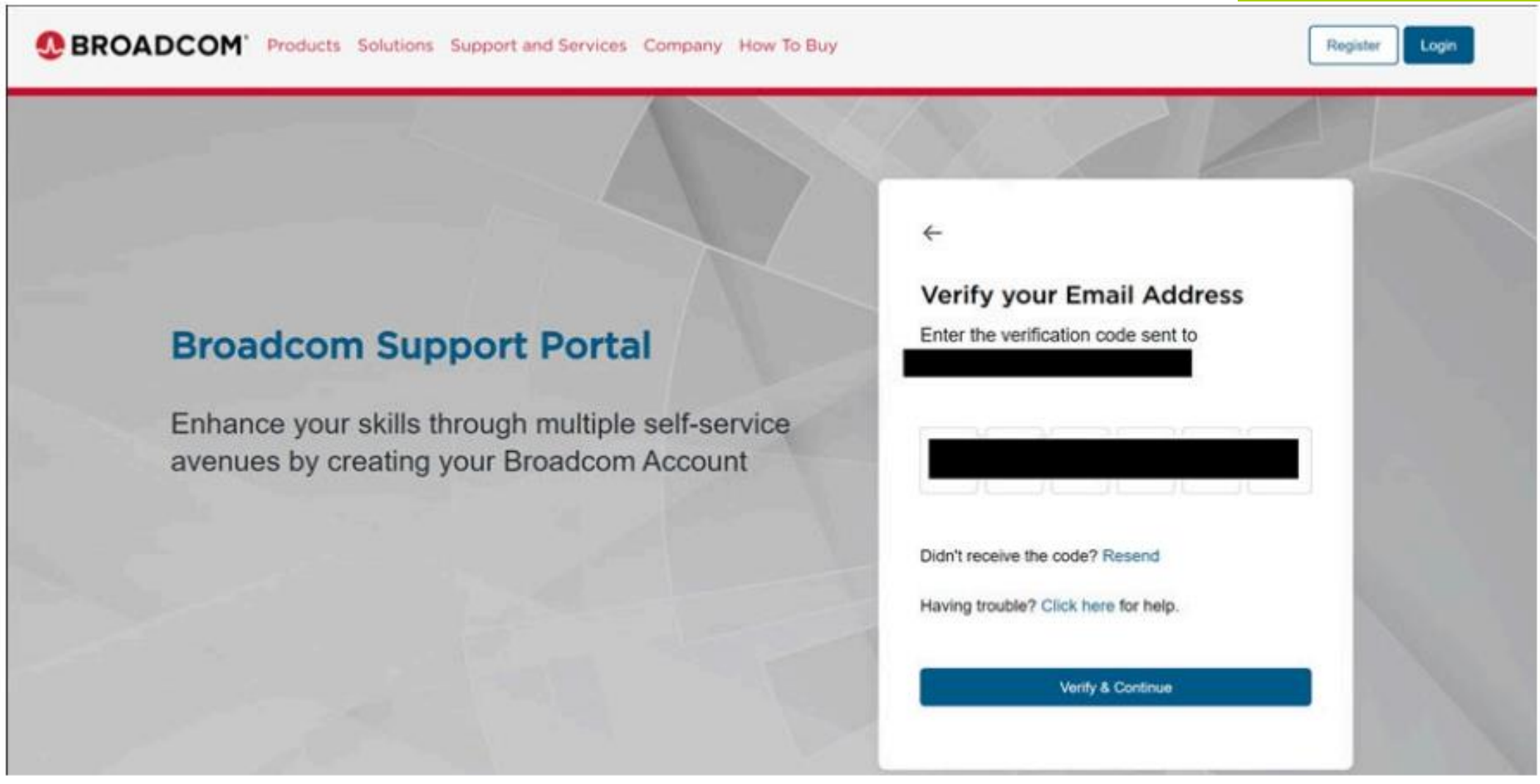
Having trouble? [Ask our chatbot](#) for

請特別注意博通新政策

為避免資安疑慮
博通禁止使用群組Email(如
mis@或是it@)
以及第三方網域信箱(如:
Hotmail/Gmail等)創建帳
號, 若使用以上信箱有機會
後續無法綁定Site ID, 影響
客戶後續使用授權之權益。

3. 流程畫面教學

二、完成初步使用者註冊流程 (輸入Email收到的驗證碼)



3. 流程畫面教學

二、完成初步使用者註冊流程 (請填寫以下基本資訊)

Broadcom Support Portal

Enhance your skills through multiple self-service avenues by creating your Broadcom Account



Complete your Registration

* First Name

名字

* Last Name

姓氏

* Country

國家

Job Title

職稱

* Password

密碼

* Confirm Password

重複輸入密碼



Password matches

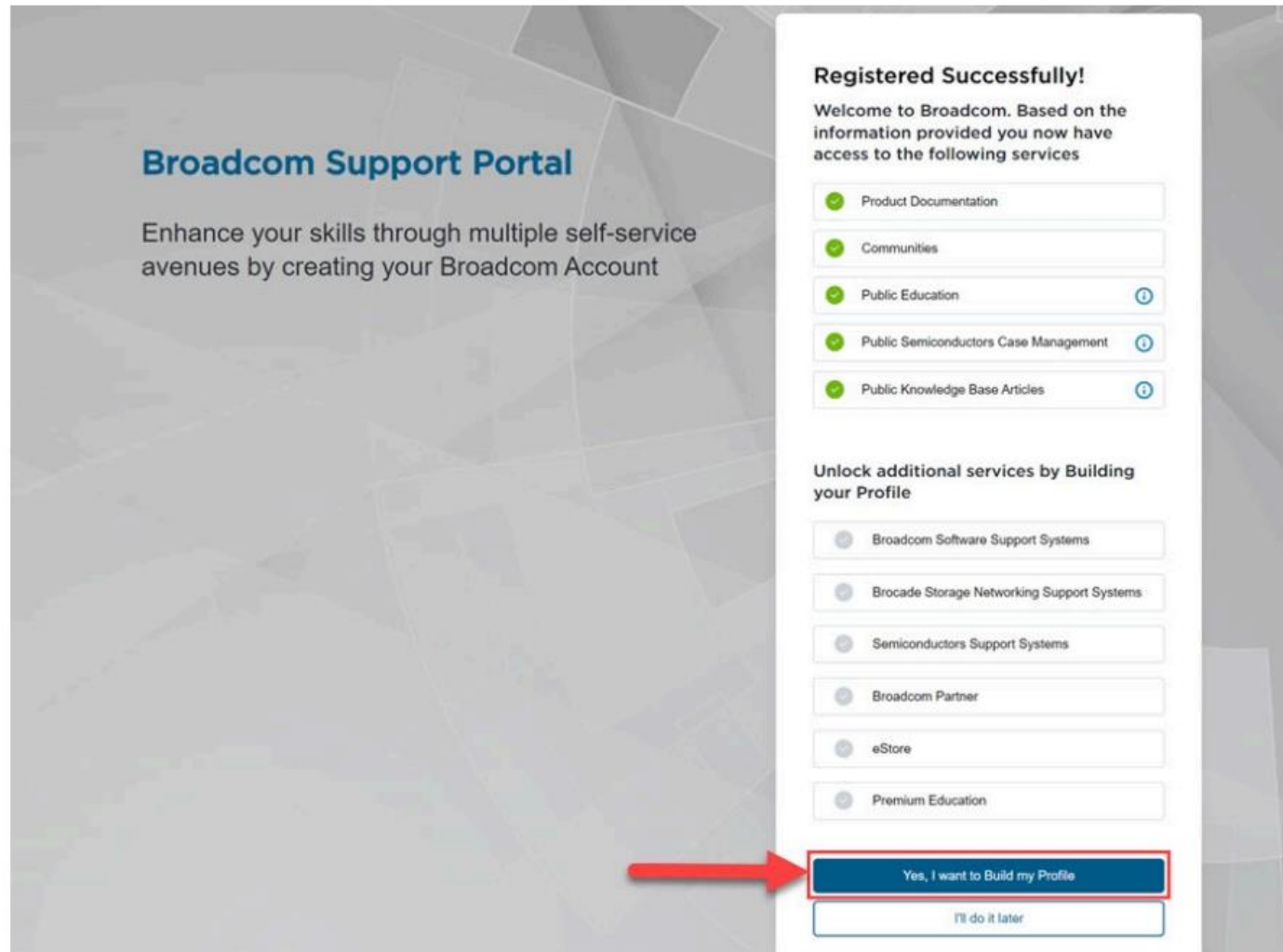


I accept the [Terms of Use](#). Your privacy is important to us. Please see our [Privacy Policy](#) for more information.

建立帳戶

3. 流程畫面教學

三、一旦畫面跳轉至註冊成功的介面，請點選Yes, I want to Build My Profile



3. 流程畫面教學

四、選擇類別Broadcom Software並且輸入Site ID (過單信上所顯示的Site ID)並點選Submit

BROADCOM Products Solutions Support and Services Company How To Buy

Build your Profile

Complete your profile for access to more Broadcom products and services

I am interested in:

- Broadcom Software**
Enterprise, Mainframe, Payment Security, Symantec, SCRT Report Management and VMware
- Brocade Storage Networking
- Broadcom Partner
- eStore
- Semiconductors
Broadcom portfolio of Standard and Custom silicon for Networking, Storage, Broadband, Wireless and Industrial market segments

Site ID
Enter Site ID

Need help locating your Site ID

Phone Number
Enter Phone Number

Preferred Timezone
Select Timezone

Submit

Cancel

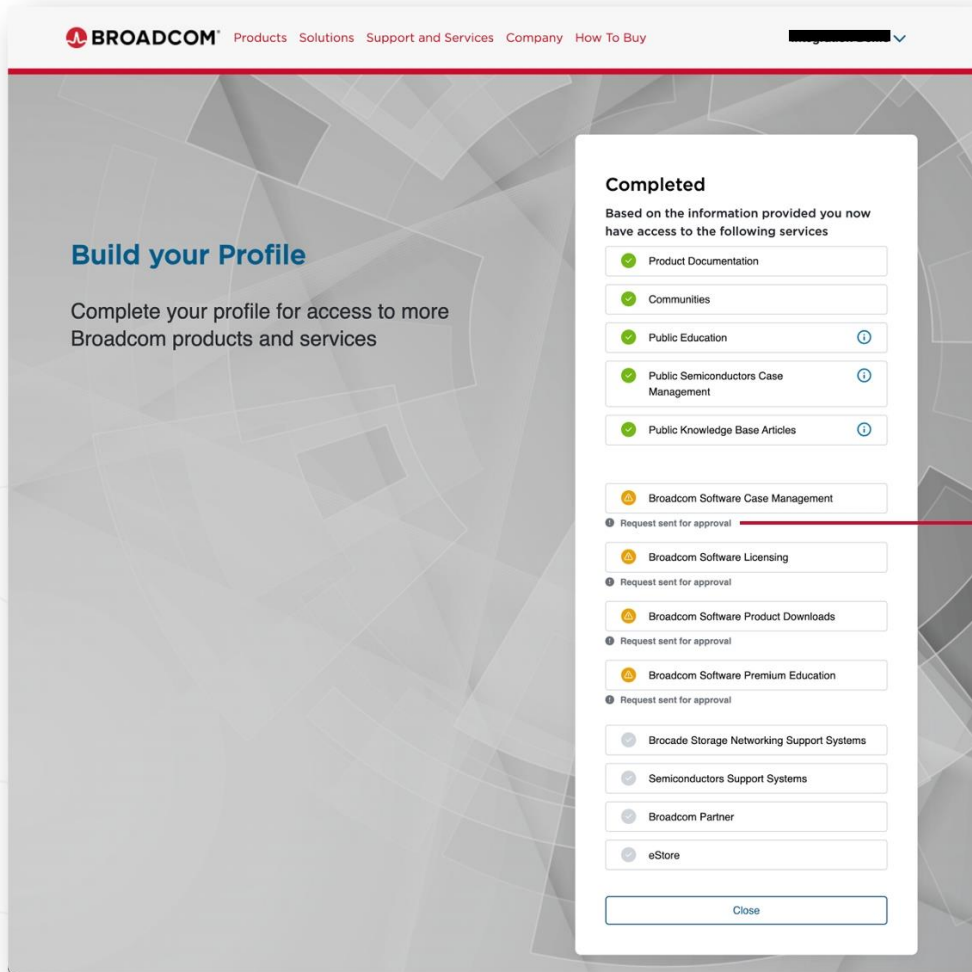
勾選類別Broadcom Software
顯示欄位Site ID/電話/時區
Site ID請填寫過單信的Site ID

若不清楚Site ID，可點選Need Help Locating Your Site ID由博通後端協助，或是請洽詢零壹科技協助。

3. 流程畫面教學

完成，等待GCA通知。

User Registration / Enterprise Account Upgrade



一旦提交成功，後端客戶服務中心 (GCA Team) 將會受理，若此Site ID有Super User，此申請將會由Super User審核；反之則由博通系統審核。

以下幾種狀況後台將拒絕您的申請：

1. Domain 和公司名稱不相符
2. 申請人和當初下單資訊不相符
3. 使用群組信箱或是第三方網域如 Hotmail/Gmail/Yahoo

開Case說明

1. 開Case方式說明

- 目前博通提供兩種開Case方式：

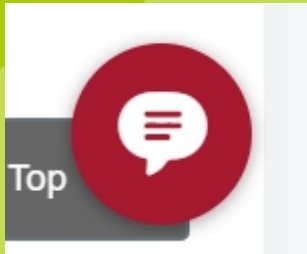
1. 電話支援

Commercial客戶：0080-186-3109

非Commercial客戶：02-7704-7799

2. 線上開Case

- 系統開立：<https://broadcomcms-software.wolkenservicedesk.com/wolken-support/home> (技術問題建議系統開立)
- 線上即時真人客服：[My Dashboard - Support Portal - Broadcom support portal](#) 點選右下角對話框



1. 線上系統操作說明

<https://broadcomcms-software.wolkenservicedesk.com/wolken-support/home>

點選Create Case (下列紅框處)



PRODUCTS SOLUTIONS SUPPORT COMPANY HOW TO BUY

Global Search

Search

+ Create Case



Home

My Cases

All Cases

Support



My Open Cases



Case Id	Site Name	Site Id	Product	Subject	Case Status	Severity	Created On	Last Updated
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No Records to display

My Favourite Articles



Top Rated Articles



FAQ: VMware vSphere Storage APIs – Data Protectio...

Article ID : 311197

25K

2

23.7K

28-Aug-2024

Top Viewed Articles



System requirements to install a 64-bit guest opera...

Article ID : 324958

36

3

4.2M

25-Jul-2024

2. 線上系統操作說明

填寫資料

Your current location for Support Business Hour is: TAIWAN, PROVINCE OF CHINA, to change, please click [here](#)
NOTE: If your Work Location is set to the default "United States", support hours will be based in California.

Issue Type *	Non-Technical	問題類別 (下拉式選單: 技術/非技術問題)	X	▼
Product *	Support Portal & Access Issues	類別細項 (下拉式選單)		▼
Company *	Zero One Technology Co., Ltd.(214286)	公司名稱 (系統自動帶入)		
Prod Release *	1		X	▼
Component *	Default		X	▼
Severity *	High - P2	案件等級 (下拉式選單)	X	▼
Subject *	案件主旨 (自行填寫)			

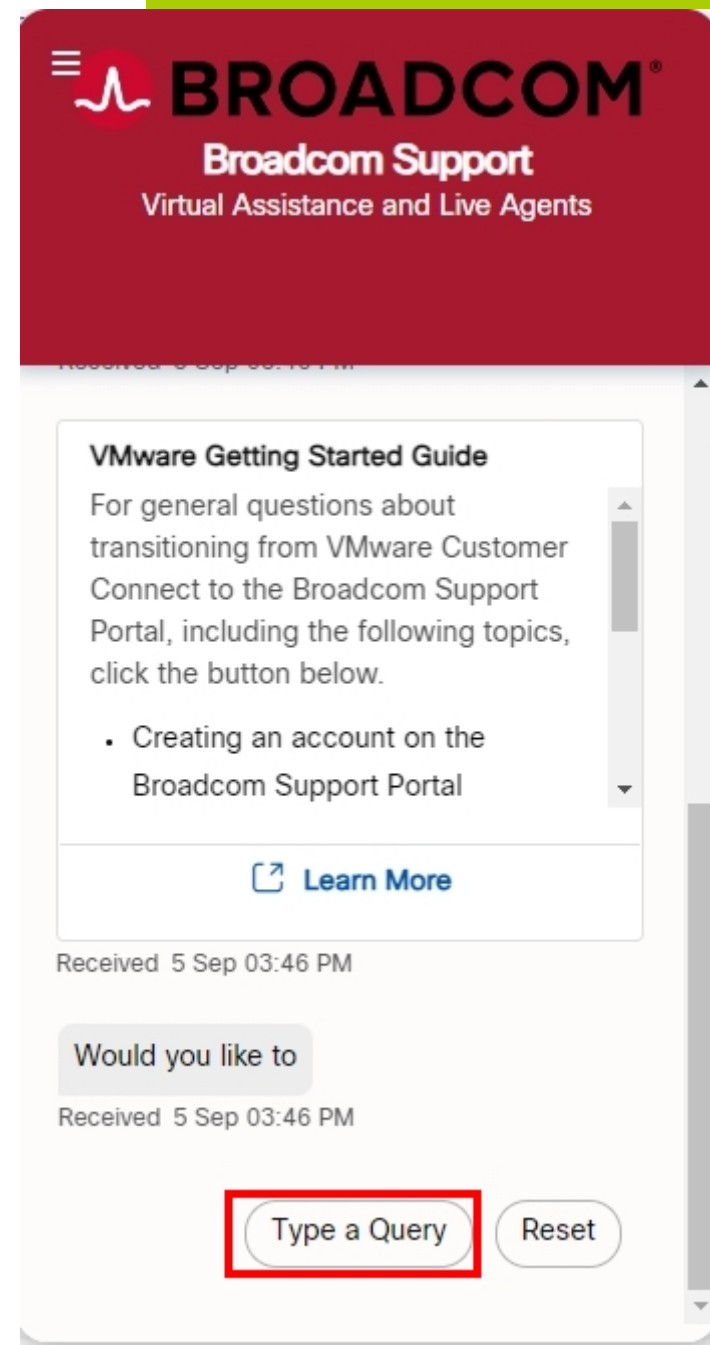
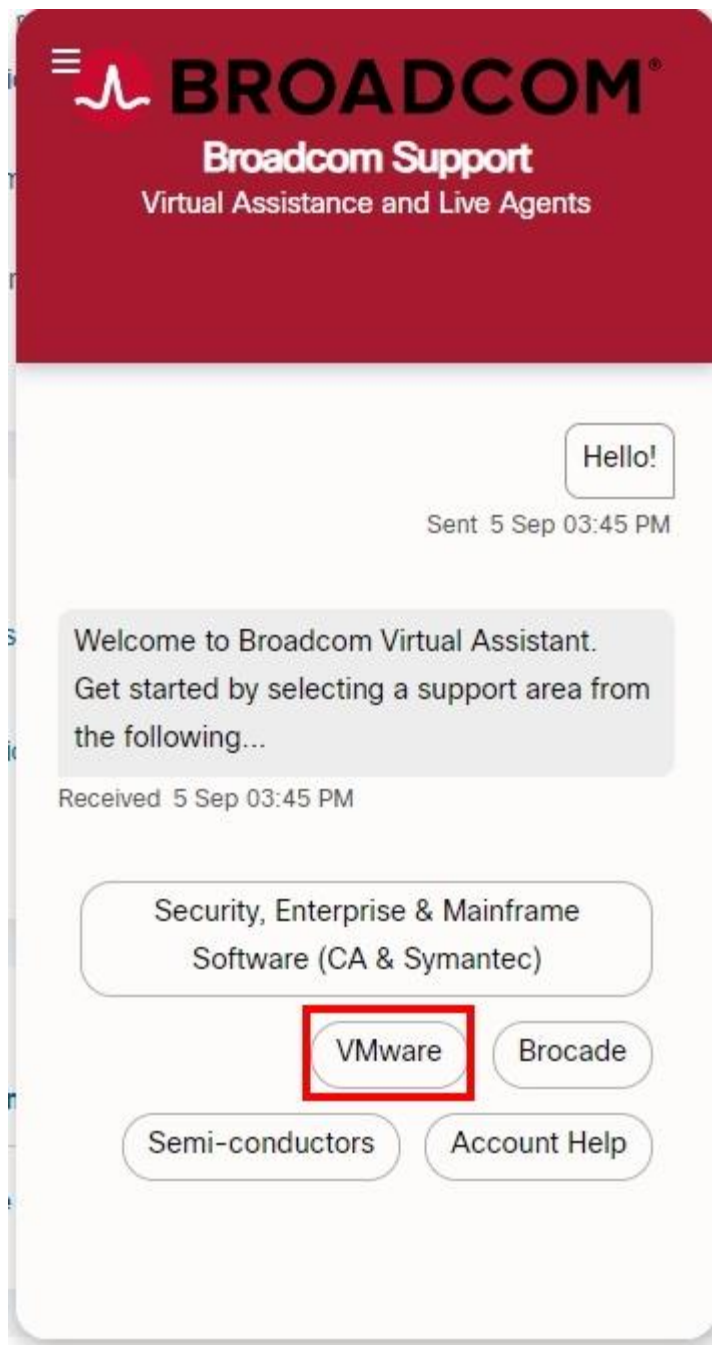
0/700

Description *

File	Edit	View	Insert	Tools	Table																				
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詳述問題 (英文)																									

2. 真人客服操作說明

以下提供畫面範例
請從左至右按順序
點選



Sent 5 Sep 03:46 PM

Please type your query below

To connect with Customer Care Team / Live Agent type "contact us"

ケース管理にアクセスし、サポート チームに連絡するには、「コンタクト 我ら」と入力します

Received 5 Sep 03:46 PM

Live Agent

Sent 5 Sep 03:46 PM

Key入 Live Agent

Please choose your choice of Language for Support

Received 5 Sep 03:46 PM

English

日本語

Reset

Received 5 Sep 03:46 PM

English

Sent 5 Sep 03:46 PM

Hello! [redacted]

Site IDs: [redacted]

Open Cases: [redacted]

Received 5 Sep 03:46 PM

Please select an option

Received 5 Sep 03:46 PM

Show my Existing Cases

Report a New Case

Reset

Received 5 Sep 03:46 PM

Please select an option

Received 5 Sep 03:46 PM

Report a New Case

Sent 5 Sep 03:47 PM

How can we help you?

Received 5 Sep 03:47 PM

Customer Care / Licensing

Technical Support

Previous Menu

Reset



Broadcom Support
Virtual Assistance and Live Agents

Sent 5 Sep 03:47 PM

How can we help you?

Received 5 Sep 03:47 PM

Customer Care / Licensing

Sent 5 Sep 03:47 PM

How would you like to contact us?

Received 5 Sep 03:47 PM

Open a Customer Care Request

Chat with an Agent

Previous Menu

Reset



Broadcom Support
Virtual Assistance and Live Agents

How would you like to contact us?

Received 5 Sep 03:47 PM

Chat with an Agent

Sent 5 Sep 03:47 PM

We will connect you to a Customer Care Agent to assist you.
Please tell us how to route your chat?

Received 5 Sep 03:47 PM

Product Entitlements / Contracts
Related

CA Licensing

Support Portal Help



Broadcom Support
Virtual Assistance and Live Agents

Sent 5 Sep 03:47 PM

We will connect you to a Customer Care Agent to assist you.
Please tell us how to route your chat?

Received 5 Sep 03:47 PM

Support Portal Help

Sent 5 Sep 03:48 PM

Please wait a moment while we connect you to the next available Customer Care Agent.

Received 5 Sep 03:48 PM

顯示此段話表示成功
等待上方出現Live Agent名字即可對話

專業服務 卓越標竿

COMMIT TO EXCELLENCE

若有任何VMware相關問題
請洽詢零壹科技您的專屬業務
或是來信至VMware-PM@zerone.com.tw
我們將竭誠為您服務

ZERONE