

ExpertConnect™

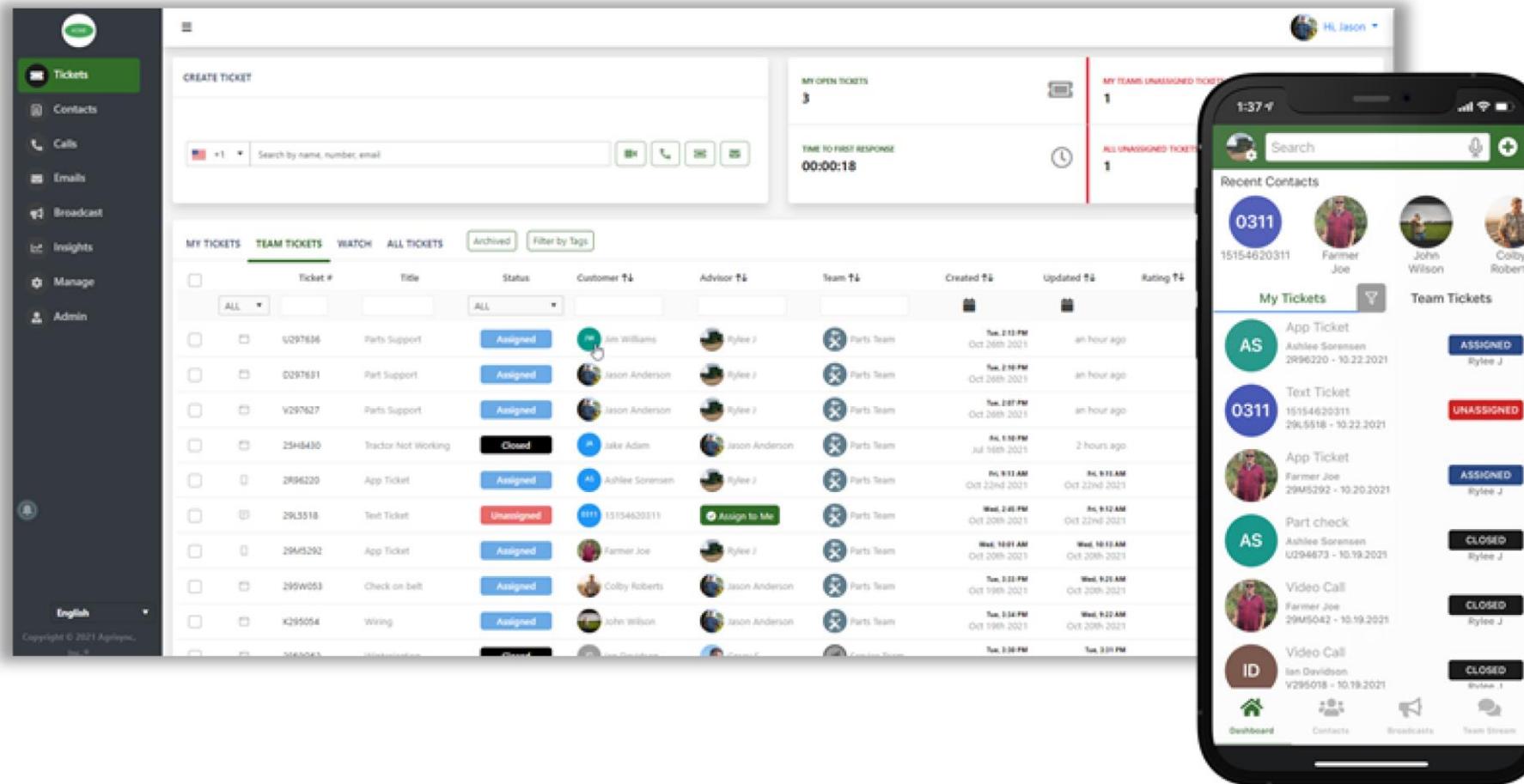
Chat with Part Support Services

ExpertConnect™

ExpertConnect™ is the digital thread for centralized and connected support, enabling John Deere dealerships to drive improved customer experiences.

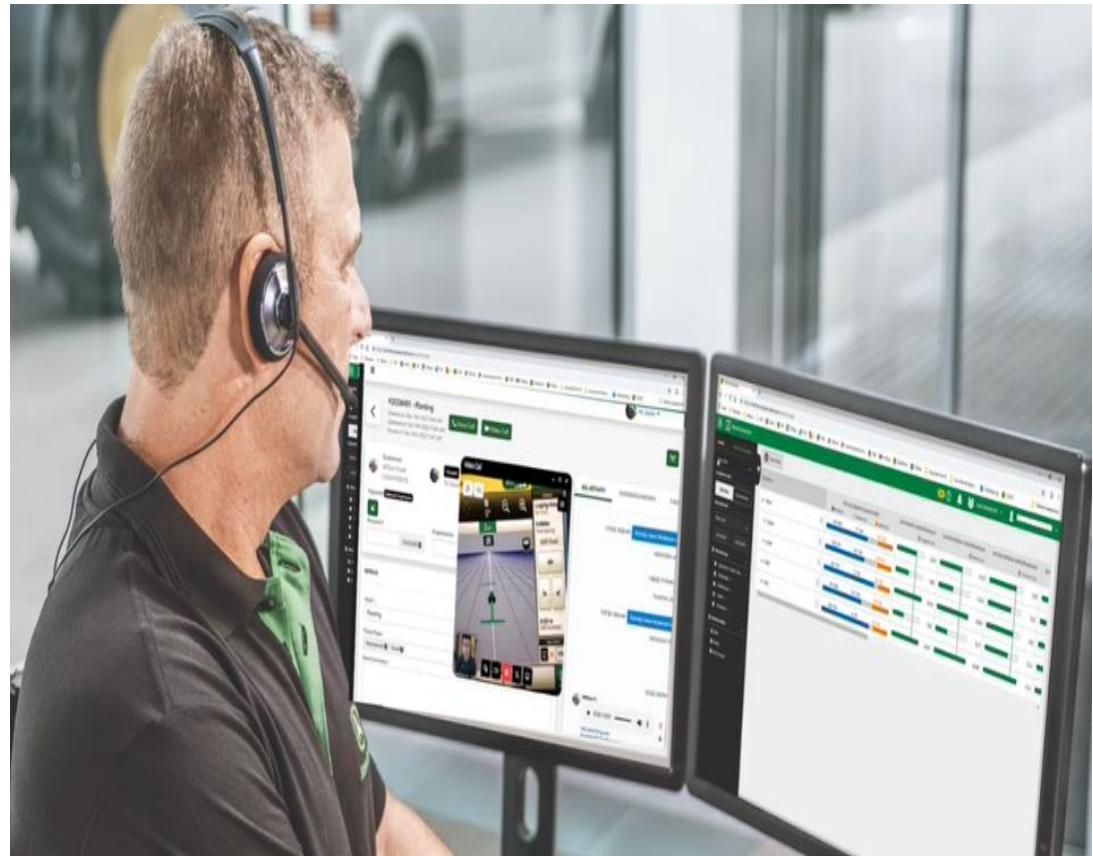


Dealer Desktop / Mobile App Dashboard View



ExpertConnect™ Benefits

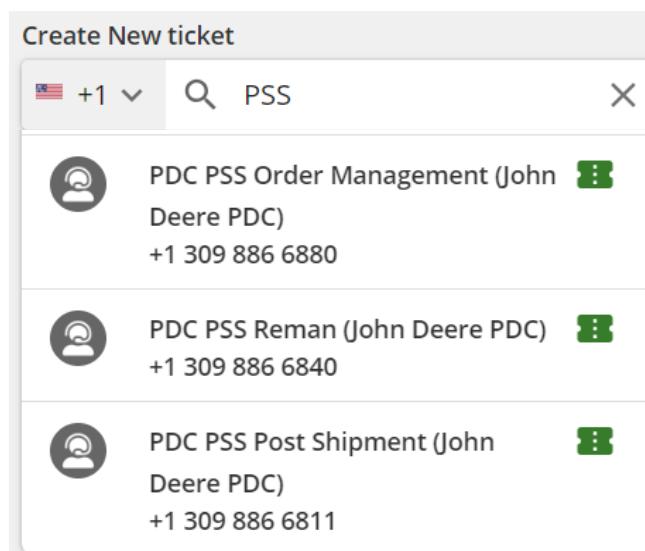
- Share photos and videos
- Pre-contact submission
- Receive broadcast alerts
- Provide feedback
- No dropped chats
- All communications are documented within the EC ticket system and retained for 5 years
- Dealers are familiar with ExpertConnect through Service
- Dealers can create a ticket with our teams in multiple ways: Text, voice mail, mobile app, QR code, email, and Web App



How To Open A Ticket

Already on ExpertConnect

- Create a ticket by selecting a team in the drop down.
- Ticket creation for PSS assistance will be the same as you use for Service



Not currently on ExpertConnect

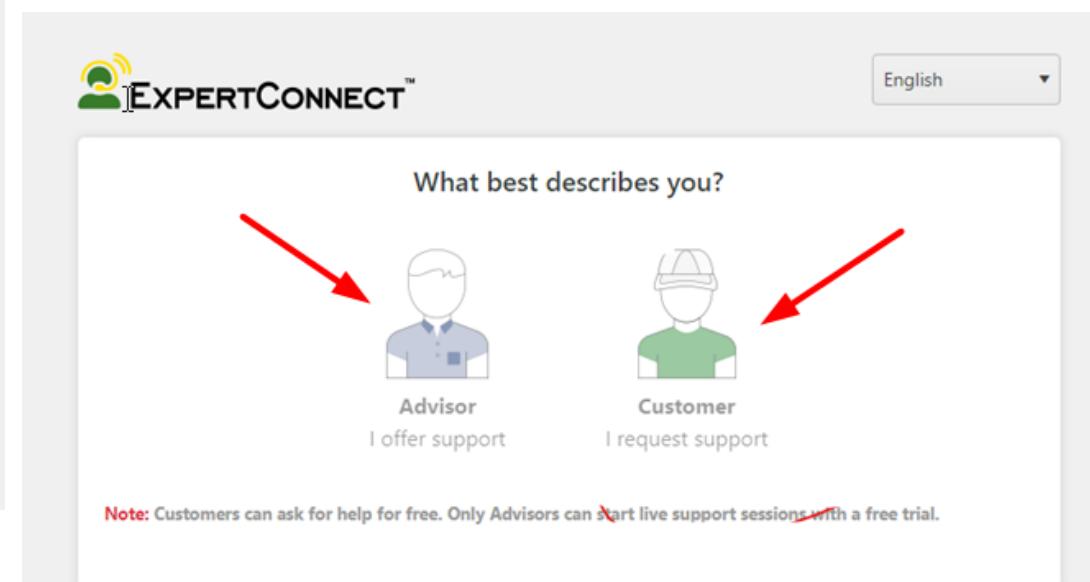
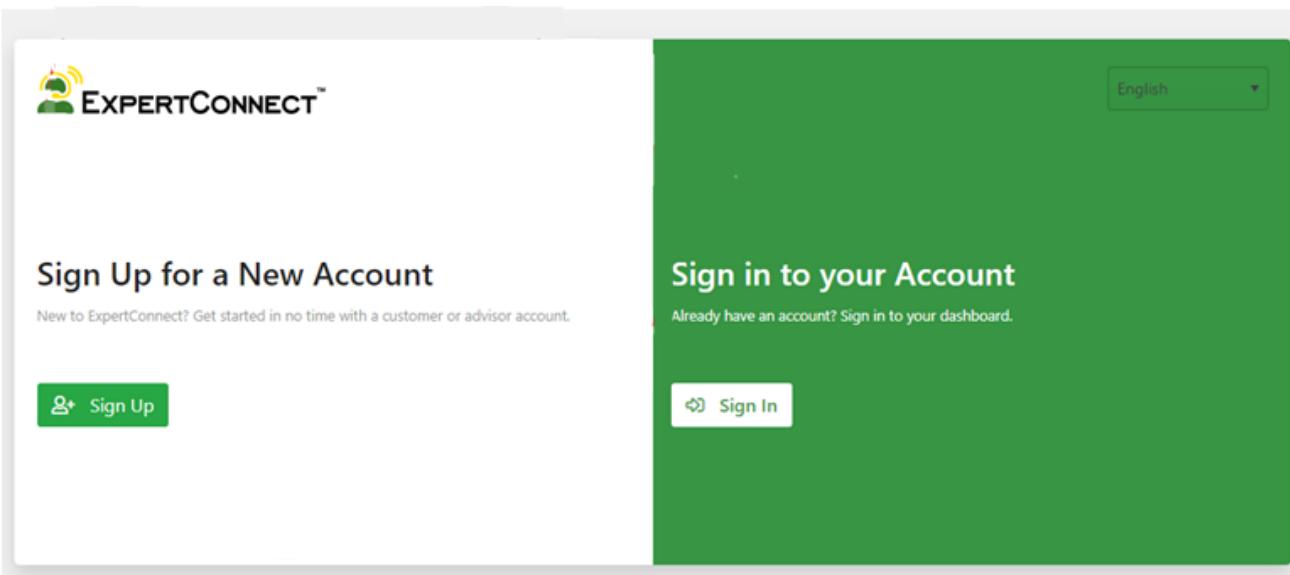
- Sign up for a free client account@
<https://app.expertconnect.deere.com>
- Dial 1-309-886-6880 to communicate via text

OR

- Use the John Deere ExpertConnect mobile app

How To Create New Account

- Already on ExpertConnect, you do not need to re-sign up. We would just need your contact information to add to our PSS teams.
- New to ExpertConnect, you can sign up for the free account as either an Advisor or Customer.



How To Create New Account



EXPERTCONNECT™

[Go Back](#)

Create Profile

Mobile Number *

Code *

Verify



EXPERTCONNECT™

[Go Back](#)

Create Profile

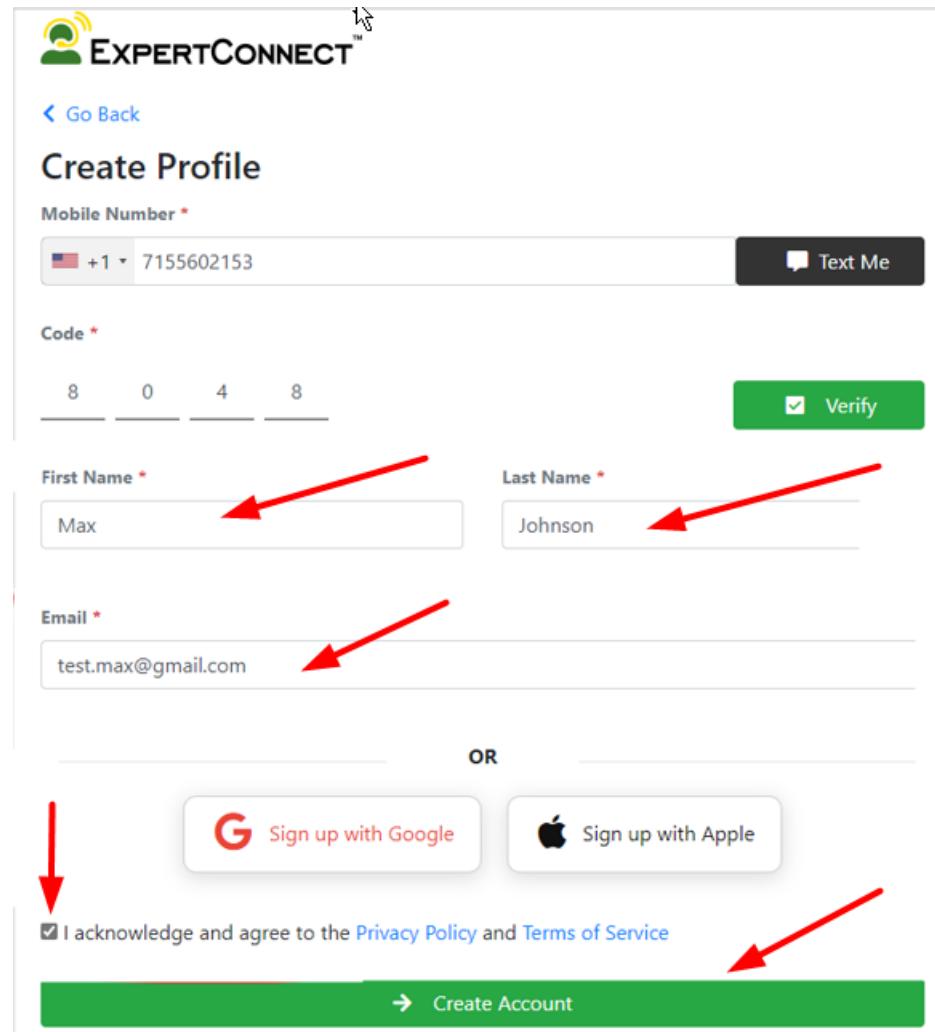
Mobile Number *

Code *

8 0 4 8

Verify

How To Create New Account



The screenshot shows the 'Create Profile' page of the EXPERTCONNECT website. At the top, there is a logo with a green icon of a person wearing a hard hat and the text 'EXPERTCONNECT™'. Below the logo, there is a 'Go Back' link. The main title is 'Create Profile'. The first step is to enter a 'Mobile Number' with a dropdown for country code (+1) and the number 7155602153. There is a 'Text Me' button to receive a verification code. The next step is to enter a 'Code' consisting of four digits: 8, 0, 4, 8. To the right of the code input is a 'Verify' button with a checked checkbox. Below this, there are fields for 'First Name' (Max) and 'Last Name' (Johnson), both marked with a red arrow. There is also an 'Email' field containing test.max@gmail.com, also marked with a red arrow. Below these fields is an 'OR' separator. There are two social media sign-up buttons: 'Sign up with Google' (with a red arrow pointing to it) and 'Sign up with Apple'. At the bottom, there is a checkbox for accepting the 'Privacy Policy' and 'Terms of Service', followed by a red arrow. A large green 'Create Account' button with a right-pointing arrow is at the bottom right.

Mobile Number *

+1 7155602153

Code *

8 0 4 8

First Name * Last Name *

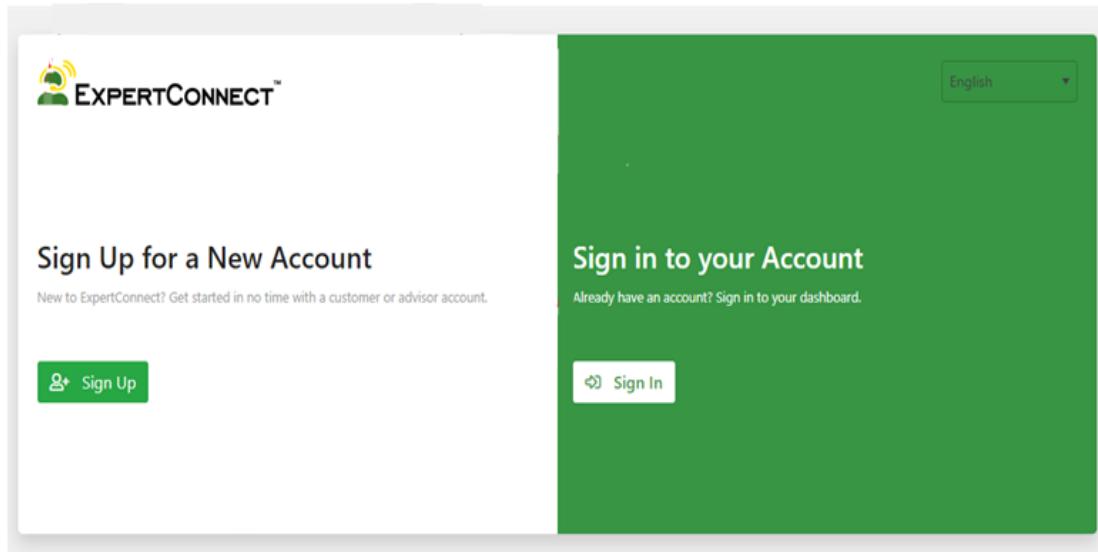
Email *

OR

 Sign up with Google  Sign up with Apple

I acknowledge and agree to the [Privacy Policy](#) and [Terms of Service](#)

How To Sign Into Your Account

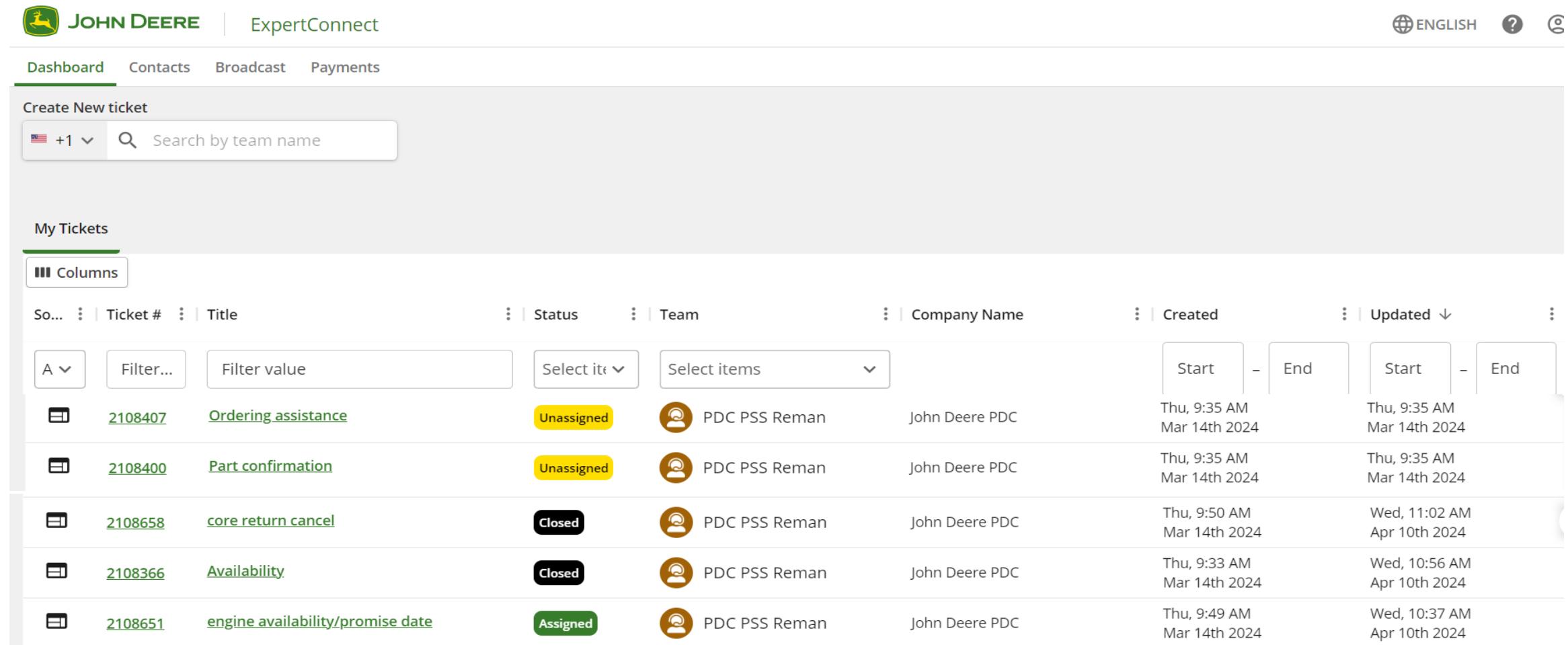


With an existing account, you can sign in using:

- Email
- Phone number (both will require a verification code)
- Your Deere ID (ID entered in your ExpertConnect profile at sign up)

A screenshot of the ExpertConnect Sign In page. It features a 'Sign In' heading and a 'Enter your mobile number' input field with a red arrow pointing to it. Below that is a 'Send Code' button. An 'OR' link leads to a 'Sign in with Email' button, also with a red arrow. Further down is a 'Code *' input field with a red arrow pointing to it, a 'Verify Code' button, a 'Remember me' checkbox, and a 'Sign in with John Deere' button.

Once You Connect With PSS Live



The screenshot shows the John Deere ExpertConnect interface. At the top, there is a logo for JOHN DEERE and a link to ExpertConnect. On the right side, there are buttons for ENGLISH, a help icon, and a user profile icon. Below the header, there is a navigation bar with links for Dashboard, Contacts, Broadcast, and Payments. The Dashboard tab is currently selected. The main content area is titled "Create New ticket" and includes a search bar with a dropdown for country and phone number (+1) and a search input field. Below this, the "My Tickets" section is displayed. It has a "Columns" button and a table with the following columns: Ticket #, Title, Status, Team, Company Name, Created, and Updated. Each column has a filter dropdown above it. The table lists five tickets:

Ticket #	Title	Status	Team	Company Name	Created	Updated
2108407	Ordering assistance	Unassigned	PDC PSS Reman	John Deere PDC	Thu, 9:35 AM Mar 14th 2024	Thu, 9:35 AM Mar 14th 2024
2108400	Part confirmation	Unassigned	PDC PSS Reman	John Deere PDC	Thu, 9:35 AM Mar 14th 2024	Thu, 9:35 AM Mar 14th 2024
2108658	core return cancel	Closed	PDC PSS Reman	John Deere PDC	Thu, 9:50 AM Mar 14th 2024	Wed, 11:02 AM Apr 10th 2024
2108366	Availability	Closed	PDC PSS Reman	John Deere PDC	Thu, 9:33 AM Mar 14th 2024	Wed, 10:56 AM Apr 10th 2024
2108651	engine availability/promise date	Assigned	PDC PSS Reman	John Deere PDC	Thu, 9:49 AM Mar 14th 2024	Wed, 10:37 AM Apr 10th 2024

There are filter options above each column to let you sort how you wish and to filter out any tickets you do not want visible.

Creating A PSS Ticket

Create New ticket

USA +1

 NAPDC PSS (John Deere PDC) 
+1 515 305 3169

 PDC PSS Order Management (John Deere PDC) 
+1 309 886 6880

 PDC PSS Reman (John Deere PDC) 
+1 309 886 6840

 PDC PSS Post Shipment (John Deere PDC) 
+1 309 886 6811

- In the “Create New Ticket Box, you can type in PSS or the associated phone number of a specific team.
- Select the Parts Support Services team you need
- Click ticket icon and a “Create new ticket” box will open

Creating A PSS Ticket

Create new ticket X

 PDC PSS Order Management (John Deere PDC)
+1 309 886 6880

Issue Title *

0/100

Issue Summary

0/5000

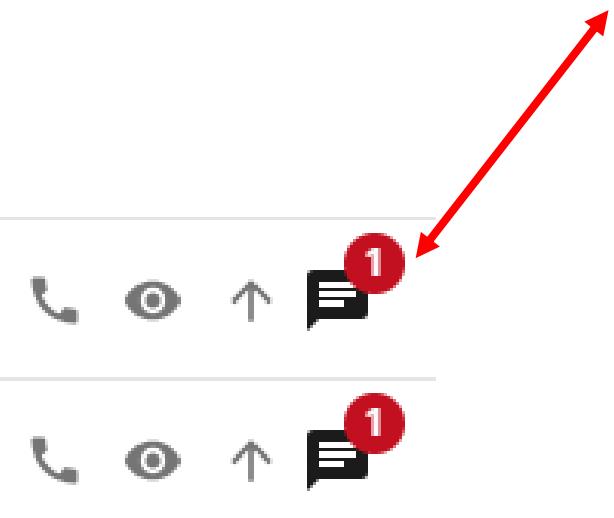
Attach Media 

- Click ticket icon and a “Create new ticket” box will open
- Fill out the “Issue Title” with your issue
- Complete the “Issue Summary”
- Click “Create Ticket”
 - EC will assign ticket number

Chatting With PSS

Columns		Tags													
	So...	Ticket #	Title	Status	Priority	Advisor	Customer	Team	Created	Updated	Rating	Actions			
A	Filter ...	Filter value	Select item	All	Select items	Select items	Select items	Select items	Start	-	End	Start	-	End	
<input type="checkbox"/>		2372897	crate returns	Unassigned	Medium	Assign to Me		PDC PSS Post Shipment	Fri, 12:29 PM Apr 12th 2024	Fri, 12:29 PM Apr 12th 2024					
<input type="checkbox"/>		2371652	Shortage/Overage	Assigned	Medium		Abigail May		PDC PSS Post Shipment	Fri, 11:18 AM Apr 12th 2024	Fri, 12:12 PM Apr 12th 2024				
<input type="checkbox"/>		2372313	Cancel Order#1103689421	Closed	Medium		Tabatha McAdams		PDC PSS Order Manageme	Fri, 11:53 AM Apr 12th 2024	Fri, 12:01 PM Apr 12th 2024				

- Your ticket will be assigned to an agent once submitted.
- Once the PSS agent responds to the ticket, a number in red circle will appear on the far right of the ticket on your dashboard
- When you respond, PSS will see the same red circle on their dashboard.
- The number itself denotes the total unread comments.



Chatting With Parts Support

The screenshot shows a ticketing system interface with the following details:

- Contact:** JD Jane Doe, +1 309 373 5381
- Advisor:** Tabatha McAdams
- Team:** PDC PSS Order Management, +1 309 886 6880
- Status:** Archived
- Created:** Thu, Mar 7th 2024 1:28 PM
- Updated:** Fri, Apr 5th 2024 1:56 PM
- Closed:** Fri, Apr 5th 2024 1:05 PM

Ticket Detail:

Title * test

4/100

All Activity Emails

Jane Doe
+1 309 373 5381

Kati Jo Chasek
Activity: Kati Jo Chasek reassigned ticket from PDC PSS Order Management to Kati Jo Chasek

Write a message...

Reply as:

Clicking send will send message

A red circle and arrow highlight the "Send" button in the bottom right corner of the message input area.

- To begin chat, scroll down and enter your greeting into the message box.
- You can send your chat in two ways: either hit enter or click the send arrow to complete message and forward to the dealer. Click on the 3 dots to set your preference

Parts Support Dashboard View

- Tickets assigned to a PSS team
- Tickets do not time out; no need to stay in "chat" to avoid losing chat
- Chat is flagged as soon as a new comment is submitted; agent sees red circle

The screenshot shows a dashboard for managing tickets. At the top, there are tabs for 'My Tickets', 'Team Tickets', 'Watch', and 'All Tickets', with 'All Tickets' being the active tab. On the right, there are 'Export List' and 'Export to Vision' buttons. Below the tabs are filter options for 'Columns', 'Tags', and 'Clear All Filters'. The main area displays a list of tickets with columns for 'So...', 'Ticket...', 'Title', 'Status', 'Priority', 'Advisor', 'Customer', 'Team', 'Created', 'Updated', 'Rating', and 'Actions'. Each ticket row includes a 'Filter value' input, a dropdown for 'Status' (set to 'All'), dropdowns for 'Priority' and 'Customer', a dropdown for 'Team' (set to 'PDC PSS Order Man'), and date range pickers for 'Created' and 'Updated'. The first ticket in the list is '2372313' with the subject 'Cancel Order#1103689421', status 'Closed', priority 'Medium', assigned to 'Tabatha McA' (DT), and created on 'Fri, 11:53 AM Apr 12th 2024' by 'PDC PSS Order Man'. The last ticket shown is '2372314' with the subject 'Cancel Order#1103689421', status 'Open', priority 'Medium', assigned to 'PDC PSS Order Man', and created on 'Fri, 12:01 PM Apr 12th 2024'. On the far right of the ticket list, there are icons for phone, email, and a red box containing the number '4', indicating unread messages. The bottom of the screenshot shows a red arrow pointing to the '4' icon, with the text 'Highlights when comment by agent or dealer is added'.

Highlights when comment by agent or dealer is added

Entering A Ticket (non-live)



Tickets entered outside of each teams business hours will still be delivered as tickets and will be addressed by the appropriate team at the start of the next business day.

****Urgent Flash Plus, Will Call will still be support by Order Management through On-Call Support**

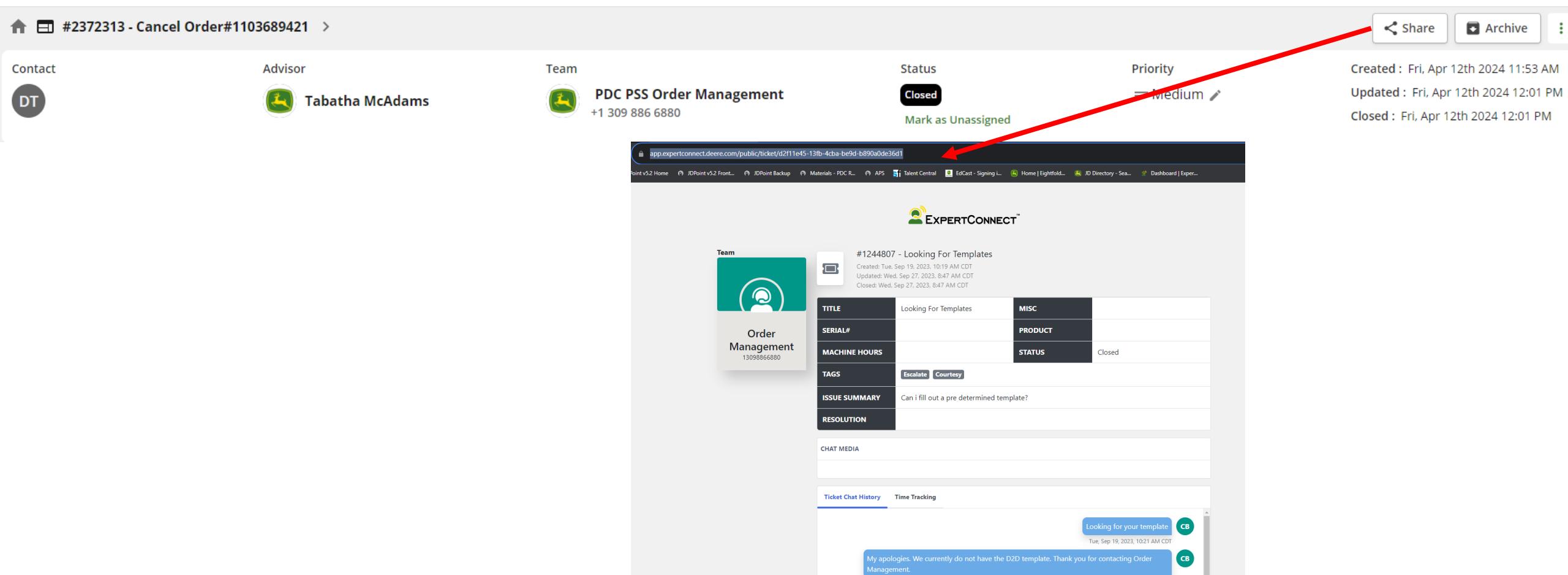
D2D Template

Please use the template below when requesting a D2D routing:

- JD Point order #: (10 digits)
- Part #:
- Quantity requesting:
- Your email address:
- Your contact phone #:
- Selling dealer account #:
- Selling dealer contact name:
- Selling dealer email address:
- Selling dealer phone #:

Sharing Ticket

PSS can, if requested, “share” an ExpertConnect ticket with field personnel by providing them a URL to view the ticket. It is a view only document.



Created : Fri, Apr 12th 2024 11:53 AM
Updated : Fri, Apr 12th 2024 12:01 PM
Closed : Fri, Apr 12th 2024 12:01 PM

#2372313 - Cancel Order#1103689421 >

Contact Advisor Team Status Priority

DT Tabatha McAdams PDC PSS Order Management +1 309 886 6880 Closed Medium

Mark as Unassigned

Created : Fri, Apr 12th 2024 11:53 AM
Updated : Fri, Apr 12th 2024 12:01 PM
Closed : Fri, Apr 12th 2024 12:01 PM

app.expertconnect.deere.com/public/ticket/d2f11e45-13fb-4cba-be9d-b890a0de36d1

#1244807 - Looking For Templates

Created: Tue, Sep 19, 2023, 10:19 AM CDT
Updated: Wed, Sep 27, 2023, 8:47 AM CDT
Closed: Wed, Sep 27, 2023, 8:47 AM CDT

TITLE	Looking For Templates	MISC
SERIAL#		PRODUCT
MACHINE HOURS		STATUS
TAGS	Escalate Courtesy	Closed
ISSUE SUMMARY	Can i fill out a pre determined template?	
RESOLUTION		

CHAT MEDIA

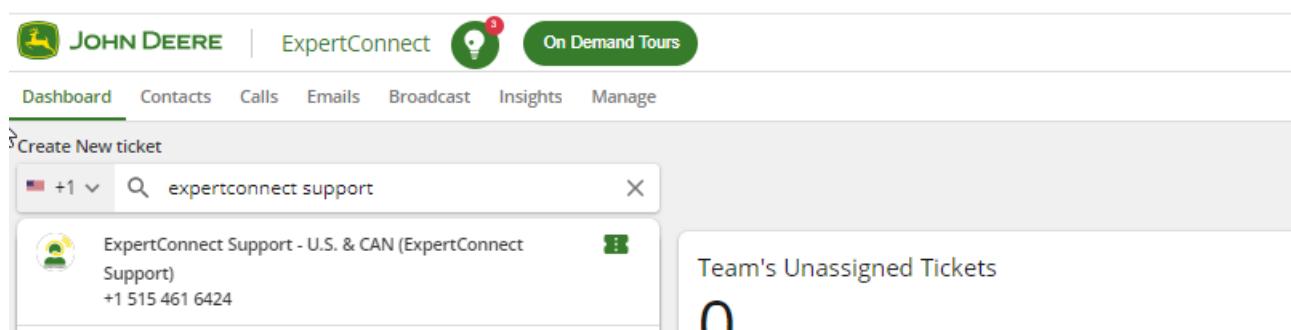
Ticket Chat History Time Tracking

Looking for your template CB
Tue, Sep 19, 2023, 10:21 AM CDT

My apologies. We currently do not have the D2D template. Thank you for contacting Order Management. CB

Support

If you are experiencing an issue with the application, please enter an ExpertConnect support ticket.



If you require additional assistance setting up your free client account, please send an email to DYOMS_SHARED@JOHndeere.com

Go Live Date: TBD

How To Connect with PSS

[ExpertConnect \(deere.com\)](http://deere.com)

PSS Teams Currently on EC

PSS Order Management

pdcpssordermanagement.johndeerepdc@expertconnect.johndeere.com

309-886-6880

- **Parts Availability**
- **Special Terms Assistance**
- **Expedited Carrier Guidance**
- **D2D Requests**
- **Order Guidance**



PSS Post Shipment

pdcpsspostshipment.johndeerepdc@expertconnect.johndeere.com

309-886-6811

- **Freight Credit Guidance**
- **Re-Direct/Misdelivered Freight**
- **Invoicing Error Investigations**



PSS Teams Joining EC soon

PSS Reman

pdcpssreman.johndeerepdc@expertconnect.johndeere.com

309-886-6840

- **Core Returns Process Guidance**
- **Reman Engine Availability/Promise Date**
- **Reman Engine General Inquiry**
- **Repair/Return Process Guidance**
- **Repair Return Order Inquiry/Change**

Request



PSS Returns

pdcpssreturns.johndeerepdc@expertconnect.johndeere.com

309-886-6805

- **Daily/Misc Returns Process Guidance**
- **Freight Reimbursement (Return ID Only)**
- **Monthly Returns Process Guidance**
- **Return ID Status**
- **Cancel a Return ID**





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