

ExpertConnect™

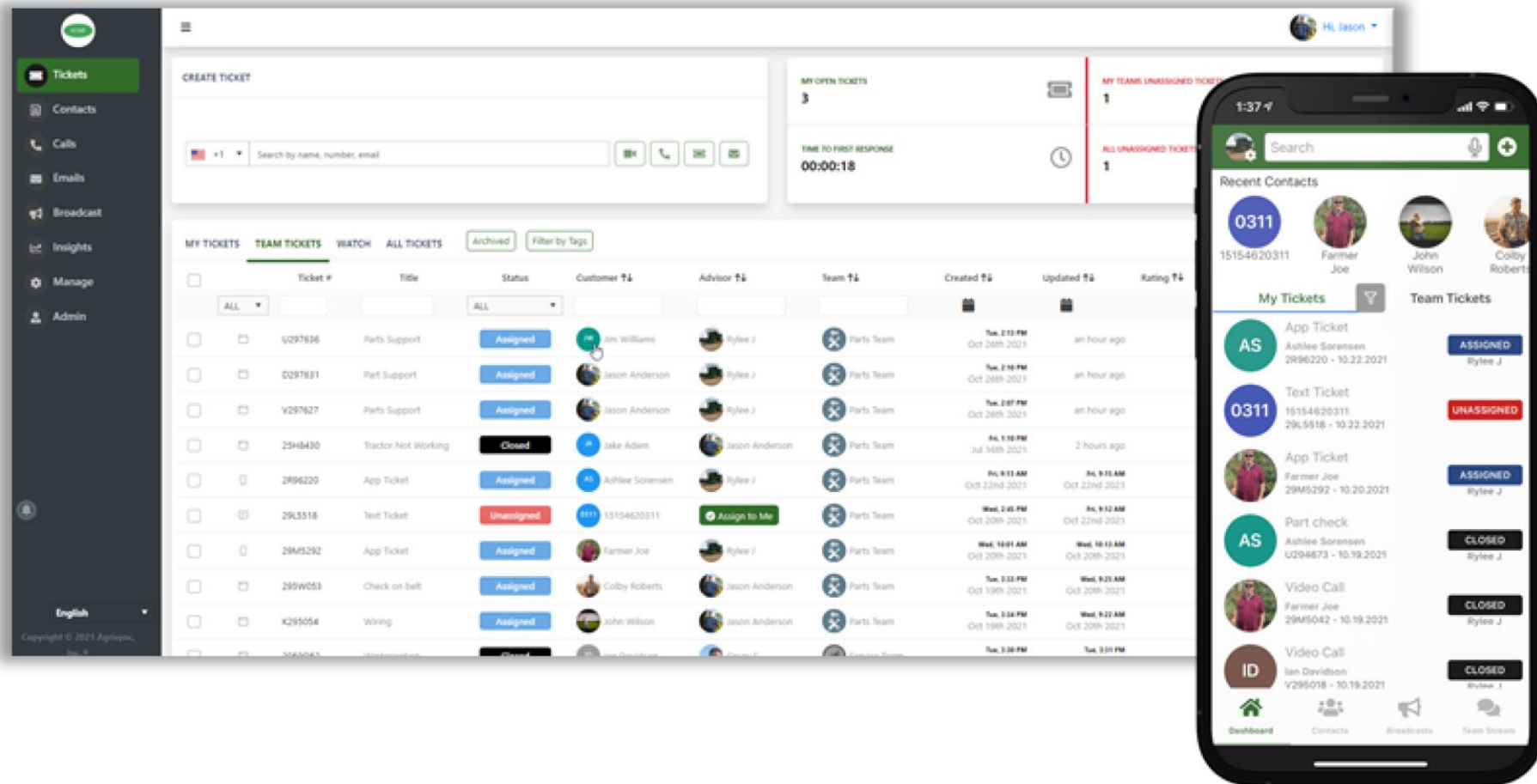
Chat with Part Support Services

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

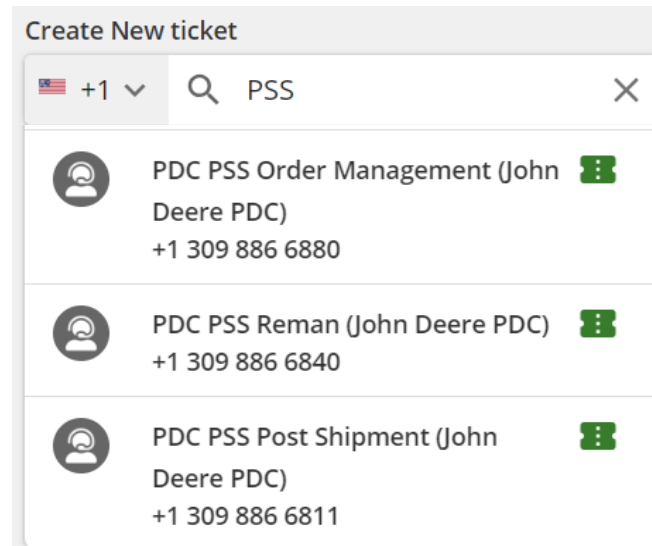
- Share photos and videos
- Pre-contact submission
- Receive broadcast alerts
- Provide feedback
- No dropped chats
- All communications are documented within the EC ticket system and retained for 5 years
- Dealers are familiar with ExpertConnect through Service
- Dealers can create a ticket with our 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 to 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 ExpectConnect

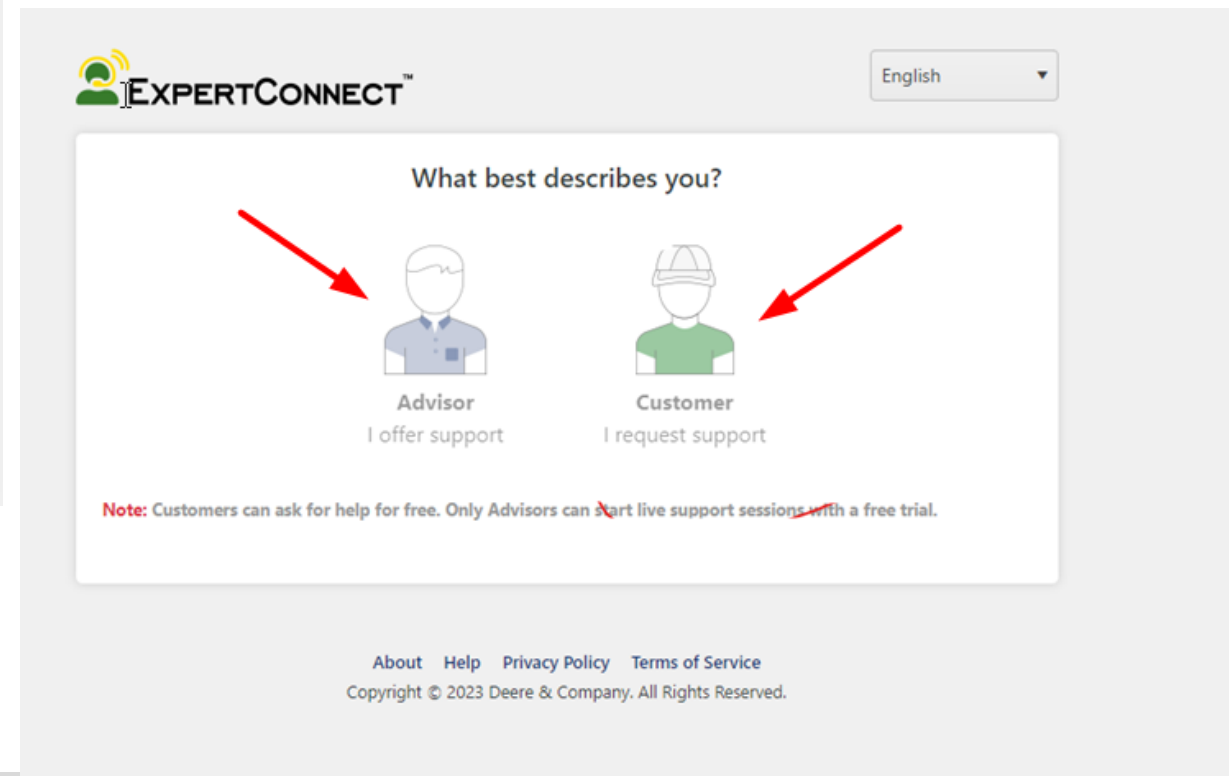
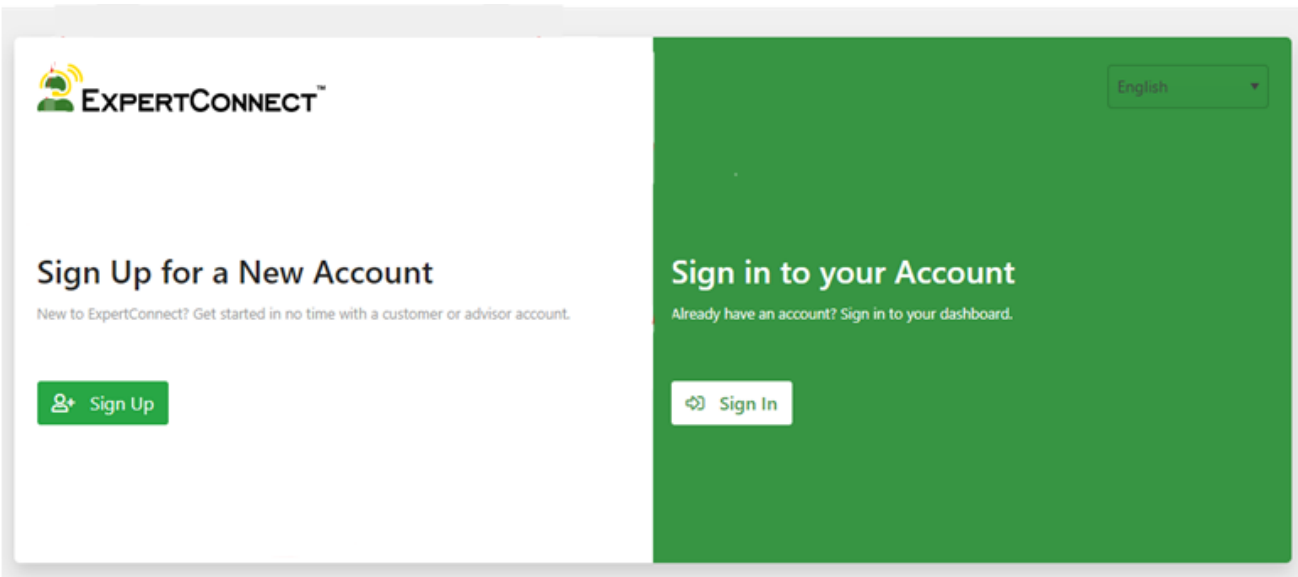
- Sign up for a free client account@
<https://app.expertconnect.deere.com>
- Dial 1-309-886-6880 to communicate via text

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



[Go Back](#)


Create Profile


Mobile Number *


 +1

7155602153

Code *








[Go Back](#)

Create Profile

Mobile Number *

 +1

7155602153

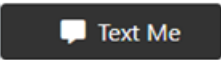
Code *


8

0

4

8





How To Create New Account

EXPERTCONNECT

[Go Back](#)

Create Profile

Mobile Number *

+1 7155602153 [Text Me](#)

Code *

8 0 4 8 [Verify](#)

First Name *

Last Name *

Email *

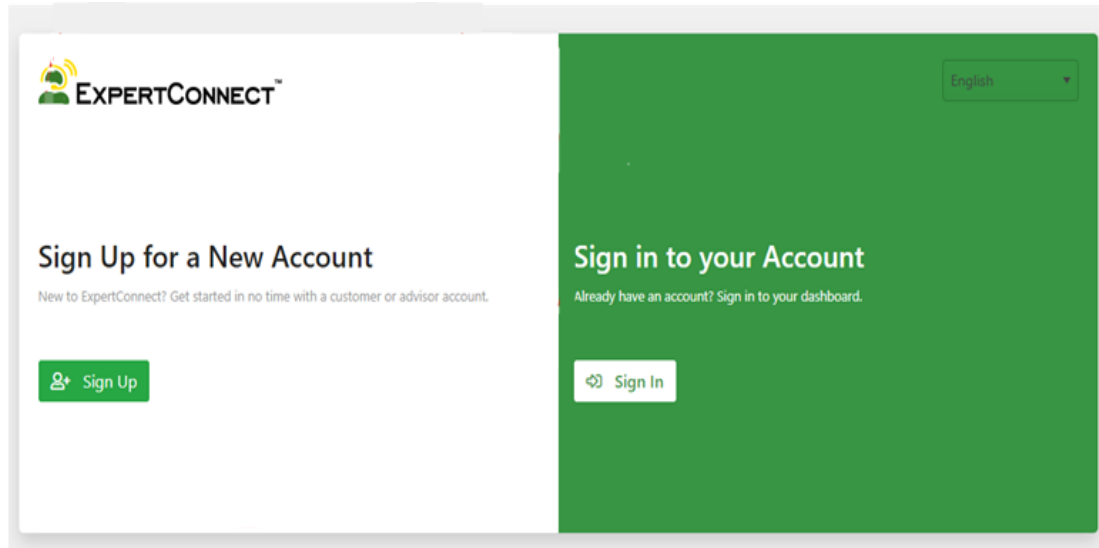
OR

[Sign up with Google](#) [Sign up with Apple](#)

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

[Create Account](#)

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 process. At the top is the ExpertConnect logo and a '< Go Back' link. Below is the 'Sign In' heading. A text prompt 'Enter your mobile number' is followed by a red arrow pointing to a text input field containing '+1 2015550123'. Below this is an 'OR' separator. A link 'Sign in with Email' is shown with a red arrow pointing to it. Below the link is a 'Send Code' button. The next section is for entering a verification code, with a 'Code *' label and a four-digit input field. A 'Remember me' checkbox is also present. A green 'Verify Code' button is to the right of the input field. At the bottom, a button labeled 'Sign in with John Deere' is shown with a red arrow pointing to it.

Once You Connect With PSS Live

 **JOHN DEERE**

ExpertConnect

ENGLISH

?

Dashboard

Contacts

Broadcast

Payments

Create New ticket

 +1

Search by team name

My Tickets

Columns

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

+1 PSS


	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	

Create new ticket

- 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



PDC PSS Order Management (John Deere PDC)


+1 309 886 6880

Issue Title *

0/100

Issue Summary

0/5000

Attach Media 

Cancel

Submit

- 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 it

All

Select items

Select items

Select items

Start

End

Start

End

2372897

crate returns

Unassigned

Medium

Assign to Me

DT

PDC PSS Post Shipment

Fri, 12:29 PM
Apr 12th 2024

Fri, 12:29 PM
Apr 12th 2024

2371652

Shortage/Overage

Assigned

Medium

Abigail May

DT

PDC PSS Post Shipment

Fri, 11:18 AM
Apr 12th 2024

Fri, 12:12 PM
Apr 12th 2024

16

2372313

Cancel Order#1103689421

Closed

Medium

Tabatha McAdams

DT

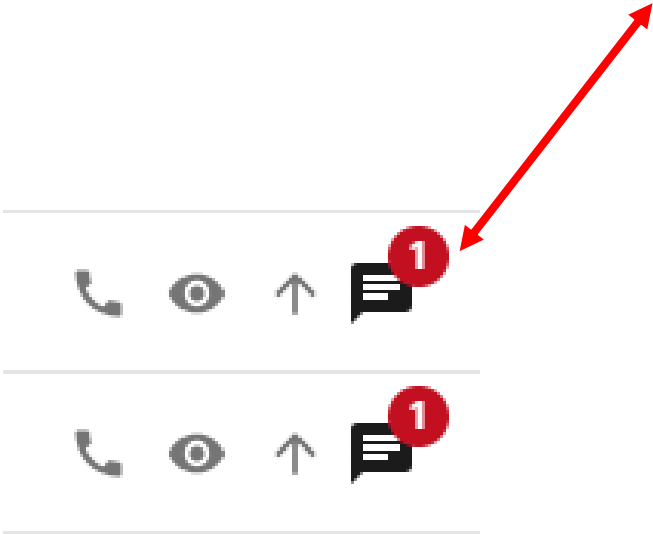
PDC PSS Order Manageme

Fri, 11:53 AM
Apr 12th 2024

Fri, 12:01 PM
Apr 12th 2024

5

- 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

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 ...

Send

- 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 displays the 'Parts Support Dashboard View'. At the top, there are tabs for 'My Tickets', 'Team Tickets', 'Watch', and 'All Tickets'. Below these are buttons for 'Columns', 'Tags', and 'Clear All Filters'. The main area shows a table of tickets with columns: So..., Ticke..., Title, Status, Priority, Advisor, Customer, Team, Created, Updated, Rating, and Actions. A specific ticket is highlighted: '2372313' with title 'Cancel Order#1103689421', status 'Closed', priority 'Medium', and assigned to 'Tabatha McA'. The ticket is associated with 'PDC PSS Order Man'. The 'Created' timestamp is 'Fri, 11:53 AM Apr 12th 2024' and the 'Updated' timestamp is 'Fri, 12:01 PM Apr 12th 2024'. In the bottom right corner, there is a chat interface with a red circle containing the number '4' next to the chat icon, indicating new messages. A red arrow points from the text 'Highlights when comment by agent or dealer is added' to this red circle.

So...	Ticke...	Title	Status	Priority	Advisor	Customer	Team	Created	Updated	Rating	Actions
A ▾	Filte...	Filter value	Selec ▾	All ▾	Select items ▾	Select items ▾	PDC PSS Order ... ▾	Start - End	Start - End		
☰	2372313	Cancel Order#1103689421	Closed	Medium	TM Tabatha McA	DT	PDC PSS Order Man	Fri, 11:53 AM Apr 12th 2024	Fri, 12:01 PM Apr 12th 2024		📞 👁️ 💬 4

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.

#2372313 - Cancel Order#1103689421 >

Share

Archive

Contact

DT

Advisor

Tabatha McAdams

Team

PDC PSS Order Management

+1 309 886 6880

Status

Closed

Mark as Unassigned

Priority

Medium

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/d2f11e45-131b-4c3a-be9d-b890a0de36d1

Point v5.2 Home JDPoint v5.2 Front... JDPoint Backup Materials - PDC R... APS Talent Central EdCast - Signing L... Home | Eightfold... JD Directory - Sea... Dashboard | Exper...

EXPERTCONNECT™

Team

Order Management

13098866880

#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	Closed
TAGS	Escalate Courtesy		
ISSUE SUMMARY	Can i fill out a pre determined template?		
RESOLUTION			

CHAT MEDIA

Ticket Chat History

Time Tracking

Looking for your template

Tue, Sep 19, 2023, 10:21 AM CDT

CB

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

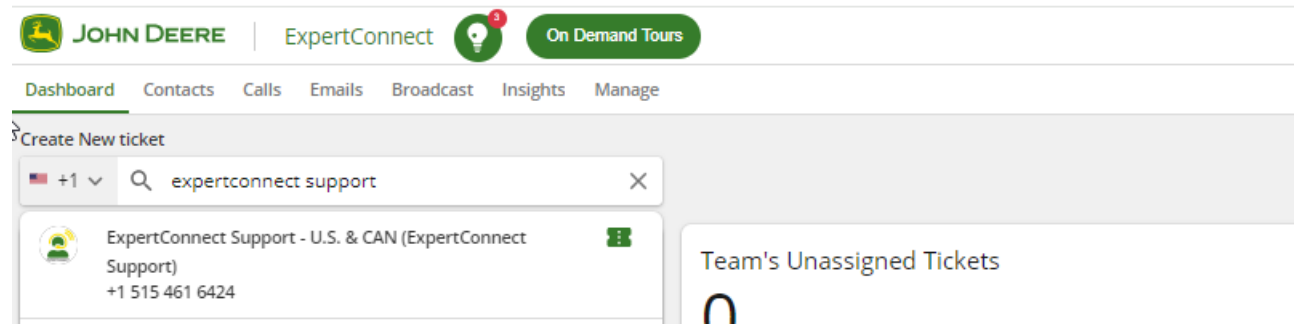
CB

17 John Deere | Document Title | Date

Company Use

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 \(deere.com\)](https://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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