

ONELINK

Operations Guide

ONELINK

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OneLink will allow you and your Team to reach **SSS** via **chat** or **email** for certain interactions, reducing the need to call and wait on hold!

From the **Toolkit**, you will be able to log and follow up on tickets for:

<p>Store Systems Support</p>	<ul style="list-style-type: none"> • Password/Login issues; password resets and login support <ul style="list-style-type: none"> • Even if you cannot log in to anything, you can still use this function • Phones Issues; telecom support • Point of Sale Issue; issues with Ciao! Optical or XStore • Portal/Application issues; support with any Toolkit portals or applications that are owned by EssilorLuxottica • SSS Ticket List; you can take action on tickets such as request an update, close a ticket and reopen a ticket if a previously solved issue returns <ul style="list-style-type: none"> • restrictions apply • All other support issues should be reported to SSS at 1833 467 4243
<p>Diagnostics Support Lab Locations only</p>	<ul style="list-style-type: none"> • Lab Equipment Maintenance, Troubleshooting and Repairs; the same issues you email the Diagnostics Center for today, will now be accessible • Lab Equipment Part Orders; place parts orders • Lab Equipment Part Pricing; request part pricing info • Part Order Status; check status for parts orders placed by Diagnostics • Lab Down/Equipment Down; Urgent need for support of lab equipment • General Inquiry & Diagnostic Ticket List
<p>Human Resources Service Portal</p>	<ul style="list-style-type: none"> • Redirects to the HR Service Portal for all EL associates <ul style="list-style-type: none"> • This is also accessible vis MPD • All Extensis employees will continue to use Extensis Support for HR related items <div data-bbox="641 1417 1274 1690"> </div>
<p>Broadcasts (system outages) and Tips & Tricks are available the main landing page!</p>	

- You will log in with your **EssilorLuxottica Network Credentials**.
- The first time you log in you will need to set your profile information.
- Inside the profile, you can change your site number you and view your password expiration date!
- You must be on the EssilorLuxottica network to access (Field Leaders & remote employees will need to be on VPN for access).



Users will now log in with their using their network credentials

The OneLink Login form features a blue header with the 'OL' logo and the text 'OneLink Login'. Below the header are two input fields: 'Username' and 'Password'. A blue 'Sign In' button is positioned below the password field. A red box highlights the text 'Can't login?' located below the 'Sign In' button. A red arrow points from the text box on the left to the 'Username' field.

If you can't log in, you can get help by choosing one of these two options:

- Self Service Password Reset (SSPR)
- Or contact an agent

Users will not be able to receive help outside SSS Hours of Operation:

Mon-Fri 8:00am to 12:00am
Sat 9:00am-10:00pm and
Sunday 10:00am-10:00pm

The OneLink Login Help form has a blue header with a 'Back' button and the text 'OneLink Login Help'. Below the header is the text 'Reset your password on the Self Service Password Portal'. There are two blue buttons: 'Reset Password' and 'Chat with an Agent'. A red arrow points from the text box on the left to the 'Reset Password' button. Another red arrow points from the 'Chat with an Agent' button to the text box on the left.

When logging in for the first time, you will be promoted to set up your employee profile! [Click Here](#) to learn more.

When using **Chat for Password** assistance, we ask for certain information up front before you can chat with an agent. This is to expedite the process of your interaction with the agent. The more we know, the faster we can help you. Please be sure to fill out all required fields for each request. If you are filling out a form on behalf of another associate, be sure to include the affected associate's Lux ID for faster resolution!

The Password/Login Issue form has a title 'Password/Login Issue'. It contains several input fields: 'First Name*', 'Last Name*', 'Lux Id*', and 'Store Number*'. Below these is a text area for 'What application(s) are you having trouble logging into? (list all that apply)*'. At the bottom, there is a question 'Are you having the issue or are you contacting us on behalf of another associate?*' with two radio buttons: 'For Me' and 'For Direct Report'. A blue 'Chat' button is located below the radio buttons. At the very bottom, there is a section titled 'Why do I need to fill out a form to chat?' with a paragraph explaining the purpose of the form.



The Bullhorn will let you know when there are new broadcasts, how many, and if the user has seen them.

- **White:** no broadcasts
- **Red:** new broadcasts, unseen
- **Yellow:** broadcasts seen

Each user will have a profile page they can edit.

The user will be able to enter requests for any of the stores assigned to them, regardless of brand.

Re-set back to Home

OL OneLink

1 Lisa Stoddart TeamVision T141 Sign Out

Store Systems Support
Help related to In-Store technology. Such as lab communication issues, password/login issues or phone issues.

Lab Equipment Diagnostics
Help with your lab equipment such as downed equipment, maintenance, parts and communication issues.

HR Service Portal
Help related to HR. Such as timecard requests, PTO, termination concerns, Talent Luxottica, status audit, tax inquiries, etc.

Broadcasts

Kronos Outage

Last Updated 4h, 54m ago

Description: Kronos is down due to outage.

Message: Thank you for contacting Store System Support. If you are calling today 7-19-2024, about Kronos being down and unable to sign in/clock in. We are aware of the issue and the IT team is working to fix the issue. For now, please keep trying throughout the day. For all other issues, please remain on the line for the next agent. Thank you for your patience!

Bulletins

There are no bulletins at this time.

Broadcasts: Here you will see any outages that have been reported and are currently being worked. Similar to how the current Phone Tree operates in informing you of known issues, this section will keep you apprised in the same fashion. This is for ALL outages that affect your brand, whether they are related or not to the topics available for chat on OneLink. (For example, a Ciao outage will be reported here, even though Ciao assistance will still be handled via your Luxottica One Number.) You can also expect to see other emergency messaging, such as weather-related incidents that may affect the Contact Center. You'll no longer have to call in to hear the ambush message on the phone. You can read it here anytime!

Bulletins: This is a Tips & Tricks section. Here, you can expect to find little tips and tricks that we may have noticed trending in our contact center volume. Such as default password information, or workarounds for known issues.



The first time you log in you will be prompted to set up your profile page. You can edit your profile at any time and add and remove offices as needed.

Users can edit to a preferred name

- This will only change in Onelink
- For official name changes, users should visit the HR Service Portal.

Hit Save and Close after updating the profile Page, or changes will be lost.

Lisa Stoddart - Manager- Operations

Save and Close Sign Out

First Name: Lisa Last Name: Stoddart

Last Login: 7/19/24 1:52 PM Password Expiration: 9/11/24 9:50 AM

Reset Password

What stores should be linked to your account?
Enter store # and press enter Add

My Stores (1) Search...

Brand	Store #	Location	Can Remove
TeamVision	T141	Lunet Espace Vision Quebec City - Quebec QC, Canada	True

Focus All

User's Password Expiration date will show them when it is time to reset

- Clicking Reset Password will take them to Self Service Password Reset (SSPR)

User can enter all the stores they are associated with, across brands, regardless of what their assigned location is.

- Search location number (T141)

Click for additional functions:

- Users can edit their store lists as they help out in other stores, or are covering other stores as Multi-store managers
- Highlight site and Click to **Remove Sites**

Once you hit **Save and Close**, hit the **OneLink Icon** on the top left to reset and exit your profile.



STOP! Before creating a new/second ticket, we should **ALWAYS** check for existing tickets for the same issue.

- If a ticket already exists, you will add your notes to the Communications tab of the existing ticket.

1 • Select **Store Systems Support** from your home page

2 • Select **SSS Ticket List**

Store Systems Support

- Store Systems Support**
Help related to in-Store technology. Such as lab communication issues, password/login issues or phone issues.
- Lab Equipment Diagnostics**
Help with your lab equipment such as downed equipment, maintenance, parts and communication issues.
- Broadcasts

Store Systems Support

- Password/Login Issue**
You need a password reset for your toolkit portals or POS system.
- Phone Issue**
You are experiencing phone issues including: unable to make/receive calls, poor call quality, issues with your fax line.
- SSS Ticket List**
View recent ticket statuses, request updates, or resolve a ticket.
- Point of Sale Issue**
You are experiencing issues with Ciao or Customer Order.
- Portal/Application Issue**
You are experiencing issues with MIM, Kronos, or any other toolkit portal or tablet app.
- Other Support**
If your issue is not listed above, please call 833-467-4243 and select the option for technical support with in-store technology.

3 • **View** or **Search** for your ticket (double click the ticket to see additional details)

Search for ticket number, keyword, or any other descriptor, and the list will filter down based on entries

Refresh button

OL OneLink					
Tickets with Store Systems Support (4)					
Search...					
Refresh					
Date Reported	Store #	Ticket #	Issue Description	Status	
11/07/22 10:18 AM	0452	A1193105L	phones not registering	Resolved	
11/06/22 01:42 PM	0452	A1191834L	Industrial Eyes + 1400791 + Plan Not Found	Resolved	
11/05/22 10:58 AM	0452	A1191106L	LC 452 Lab Comm	Resolved	
08/10/22 03:10 PM	0452	A1063728L	LPA - Jobs cannot be transmitted due to error "MAKE_MF.SOAP Input failed to emit a monitoring event"	Under Investigation	

The date and time you called to report your issue.

Current status. This lets you know what's going on with your ticket.

Issue description as reported to SSS

ONELINK

Creating an Incident



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- STOP! Before creating a ticket, we should ALWAYS check for existing tickets for the same issue.
- If a ticket already exists, you will add your notes to the Communications tab of the existing ticket.

- 1 • Select the area where you need support
 - **Store Systems Support:** For all Ciao! Optical, XStore, or Toolkit applications
 - **Lab Equipment Diagnostics (lab locations only):** for assistance with Lab Equipment, select the **Diagnostic** option
 - **Human Resources:** HR related items, select HR Service Portal

Store Systems Support

Help related to In-Store technology. Such as lab communication issues, password/login issues or phone issues.

Lab Equipment Diagnostics

Help with your lab equipment such as downed equipment, maintenance, parts and communication issues.

HR Service Portal

Help related to HR. Such as timecard requests, PTO, termination concerns, Talent Luxottica, status audit, tax inquiries, etc.

Store Systems Support

Password/Login Issue

You need a password reset for your toolkit portals or POS system.

Phone Issue

You are experiencing phone issues including: unable to make/receive calls, poor call quality, issues with your fax line.

SSS Ticket List

View recent ticket statuses, request updates, or resolve a ticket.

Point of Sale Issue

You are experiencing issues with Ciao or Customer Order.

Portal/Application Issue

You are experiencing issues with MIM, Kronos, or any other toolkit portal or tablet app.

Other Support

If your issue is not listed above, please call 833-467-4243 and select the option for technical support with in-store technology.

- 3 • Utilize the **Dropdown** to select the location you'd like to report an issue for
- **Describe** the issue in one sentence (once chatting you will provide additional details)
- Click **Chat**

Point of Sale Issue

Store Number*

Please Describe the Issue*

Chat

You can contact SSS via **OneLink** for all issues except hardware related ones. These must be called in.

- Example: computer monitor goes out, Igel won't power on, etc.



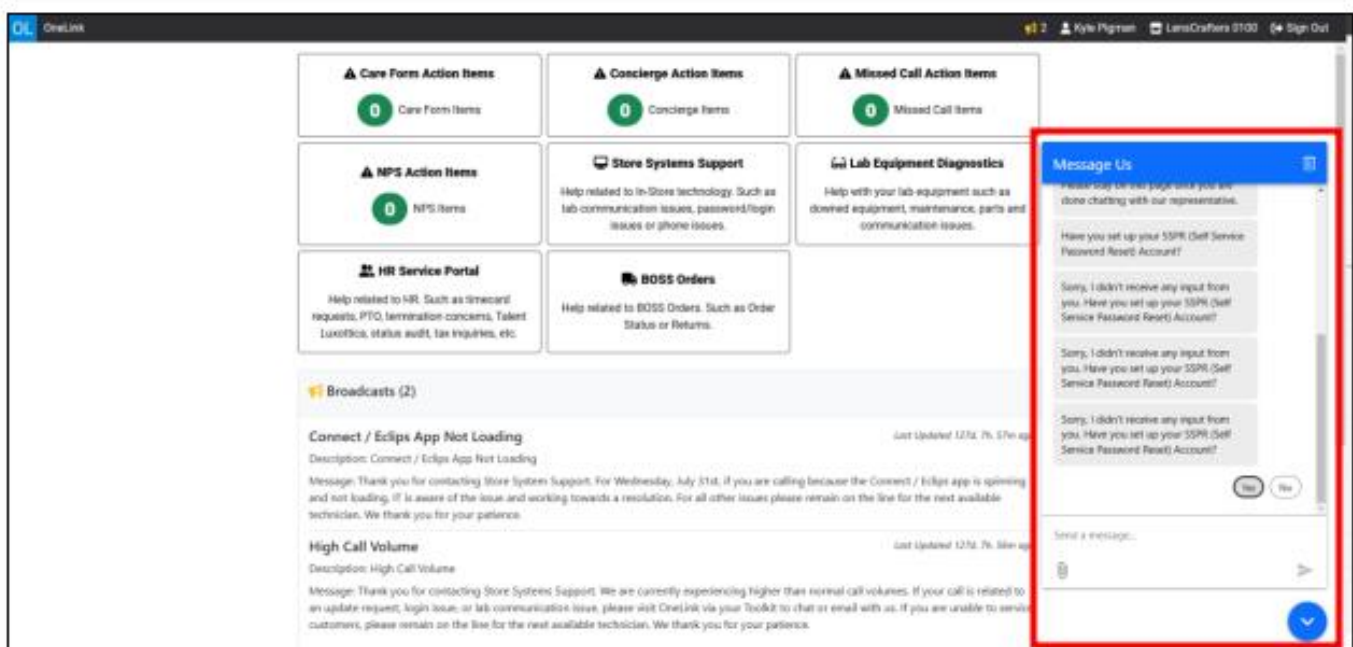
If you initiate a chat and resolve the issue prior to the agent responding, or if you click the chat in error, you can end the chat by clicking the **Trashcan** on the top right of the chat.

"Is there a timeout option when you do not respond in the chat?" The answer has two parts:

- When a store associate has reached an agent, there is a 2-minute threshold that an agent follows when they do not receive a response from the practice. They will reach out and if there is no response, the agent will then disconnect the chat.
- When the store has **not** yet reached an agent and is still answering questions from the AI Chat Bot, we do not have a time out feature at this time.

Once you have initiated your chat, you can move to a different section of Onelink and the chat box will remain open.

New Chat box:





- Select an open ticket by clicking on it. You will see your available action options.

Tickets with Store Systems Support (4)					
Search...					
Date Reported	Store #	Ticket #	Issue Description		Status
11/07/22 10:18 AM	0452	A1193105L	phones not registering		Resolved
11/06/22 01:42 PM	0452	A1191834L	Industrial Eyes + 1400791 + Plan Not Found		Resolved
11/05/22 10:58 AM	0452	A1191106L	LC 452 Lab Comm		Resolved
08/10/22 03:10 PM	0452	A1063728L	LPA - Jobs cannot be transmitted due to error "MAKE_MF.SOAP Input failed to emit a monitoring event"		Under Investigation

Request History Request Update Resolve Ticket

1

Request Update

Send a request update to SSS, same as you do today. Less fields to fill out! Fast response from SSS.

2

Resolve Ticket

Did the issue resolve on its own? Let us know and we will Close the ticket for you! No need to call us!

Ticket Update Request Submit Cancel

Ticket # A1063728L

Store LensCrafters 0452

Description LPA - Jobs cannot be transmitted due to error "MAKE_MF.SOAP Input failed to emit a monitoring event"

Email Address*
tkalmar@luxotticaretail.com

Additional Information

Ticket Resolve Request Submit Cancel

Ticket # A1063728L

Store LensCrafters 0452

Description LPA - Jobs cannot be transmitted due to error "MAKE_MF.SOAP Input failed to emit a monitoring event"

Email Address*
tkalmar@luxotticaretail.com

Please describe how your issue was resolved*

Fun Facts:

Request History

See how many requests you have sent to SSS for updates. Note: Update requests can only be sent once a day.

Request History for A1063728L Close

Request Update Submitted 4 days by Tracy Kalmar

Store: LensCrafters 0452

Email: tkalmar@luxotticaretail.com

Info button has a Glossary of actions, as well and important tips and tricks for using the Ticket Status Page!

Help Close

Glossary of Ticket Actions

Request Update: Send a request to our agents to get an update on a ticket. This option will only appear after 48 hours has passed from the time we opened the ticket. If a request has been sent in the last 24 hours, you will not be able to request another update.

Resolve Ticket: You solved the issue yourself, and the ticket can be closed. This will let our agents know to close the ticket on our side. You can still reopen it within 5 days if the issue comes back.

Reopen Ticket: An issue that was thought to be resolved has come back, and you need us to reopen the ticket. This option is only available for 5 days after the status of the ticket was changed to Solved.

Ticket Status Icons

- The ticket is open.
- The ticket is resolved / closed

Important Tips

If a ticket is Closed, it cannot be reopened. You will need to contact SSS to create a new one. Expect us to respond to all inquiries within 24 hours.

ONELINK

Reopen a Ticket



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Tickets with Store Systems Support (4)

Search...



1

Reopen Ticket

	Date Reported	Store #	Ticket #	Issue Description	Status
●	11/07/22 10:18 AM	0452	A1193105L	phones not registering	Resolved
●	11/06/22 01:42 PM	0452	A1191834L	Industrial Eyes + 1400791 + Plan Not Found	Resolved
●	11/05/22 10:58 AM	0452	A1191106L	LC 452 Lab Comm	Resolved
●	08/10/22 03:10 PM	0452	A1063728L	LPA - Jobs cannot be transmitted due to error "MAKE_MF.SOAP Input failed to emit a monitoring event"	Under Investigation

1



Reopen Ticket

Let SSS know via OL the issue has returned. We'll reopen the ticket and get back to you with next steps.

Ticket Reopen Request

Submit

Cancel

Ticket # A1193105L
Store LensCrafters 0452
Description phones not registering

Email Address*

tkalmar@luxotticaretail.com

Please describe what happened*

Note: A ticket will remain in Resolved status for a period of 5 days. After 5 days has passed, the ticket will default to Closed, at which point you will not be able to reopen it. If this occurs, you will need to contact SSS to create a new ticket. Closed tickets will fall off the list after 5 days.

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Multi-Site Capability



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Need to see tickets for more than one store? Your profile selections will determine what tickets you see in the Ticket List.

- Add stores to your “Focused Stores” list to show all the tickets for those selections
- If no focus is applied, all stores in your “My Stores” list will show

Focused Stores (3) <input type="text" value="Search..."/>				
Brand	Store #	Location	Assigned	
LensCrafters	0452	Freehold Raceway Mall - Freehold NJ, United States	No	
LensCrafters	0736	Monmouth Mall - Eatontown NJ, United States	No	
LensCrafters	1185	Common@Holmdel - Holmdel NJ, United States	No	

OL OneLink						
Tickets with Store Systems Support (15) <input type="text" value="Search..."/>						
	Date Reported	Store #	Ticket #	Issue Description	Status	
●	11/07/22 10:18 AM	0452	A1193105L	phones not registering	Resolved	
●	11/07/22 09:02 AM	1185	A1192873L	Number lock button is not working on keyboard	Resolved	
●	11/07/22 08:45 AM	1185	A1192816L	LG Swap	Resolved	
●	11/06/22 01:42 PM	0452	A1191834L	Industrial Eyes + 1400791 + Plan Not Found	Resolved	
●	11/05/22 09:12 PM	0736	A1191530L	User was at home and couldn't remember if they closed the store	Resolved	
●	11/05/22 02:25 PM	1185	A1191323L	Ciao froze while getting a refund pulled up	Resolved	
●	11/05/22 10:58 AM	0452	A1191106L	LC 452 Lab Comm	Resolved	
●	11/02/22 10:15 AM	1185	A1185307L	igel - new LG install	Closed	
●	11/01/22 04:22 PM	1185	A1184124L	Dashboard - "Your login has been disabled due to intruder detection."	Working toward resolution	
●	09/13/22 11:37 AM	0736	A1108503L	Test Ticket	Working toward resolution	

Field Leaders Only:

You have the ability to export your tickets to Excel for further research if needed!

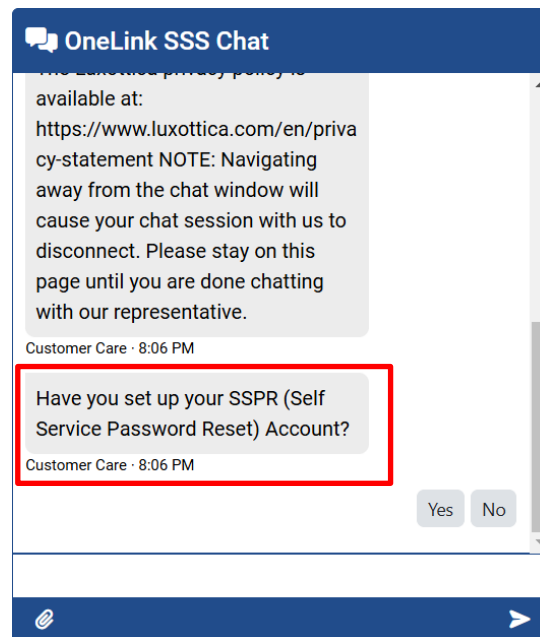
OL OneLink						
Tickets with Store Systems Support (15) <input type="text" value="Search..."/>						
	Date Reported	Store #	Ticket #	Issue Description	Status	
●	11/07/22 10:18 AM	0452	A1193105L	phones not registering	Resolved	
●	11/07/22 09:02 AM	1185	A1192873L	Number lock button is not working on keyboard	Resolved	
●	11/07/22 08:45 AM	1185	A1192816L	LG Swap	Resolved	
●	11/06/22 01:42 PM	0452	A1191834L	Industrial Eyes + 1400791 + Plan Not Found	Resolved	
●	11/05/22 09:12 PM	0736	A1191530L	User was at home and couldn't remember if they closed the store	Resolved	

AI CHATBOT FOR PASSWORD ISSUES

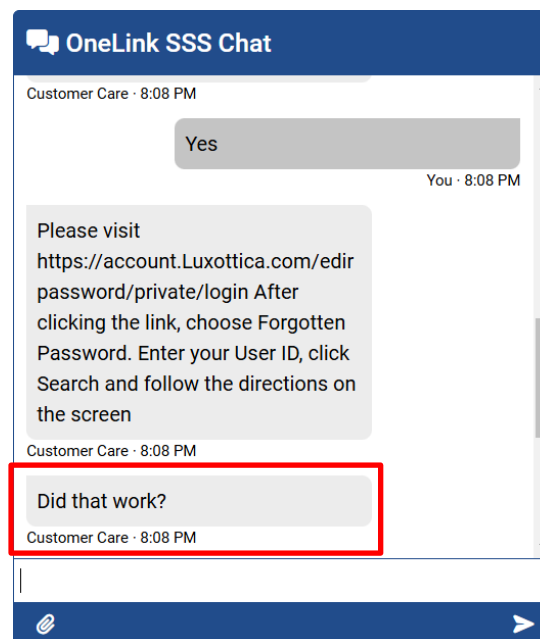


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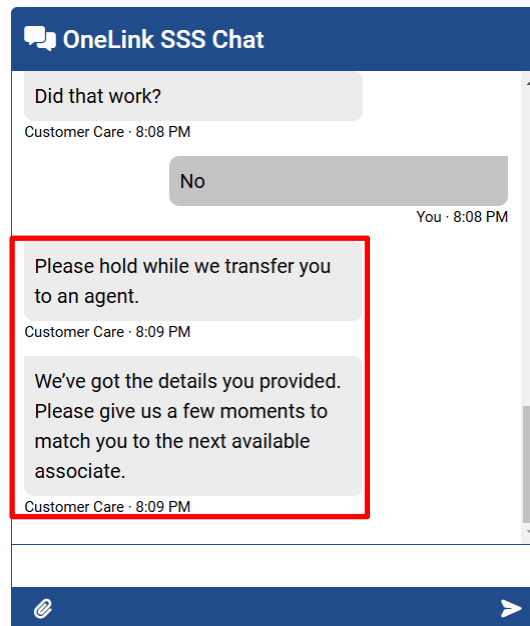
One of the first questions they are asked when starting a chat is **"Have you set up your SSPR (Self Service Password Reset) Account?"**



When selecting the **"Yes"** option, the chat will refer the store associate to try the SSPR account by providing them with a link along with instructions as well. As you can see it will also follow up with **"Did that work?"**



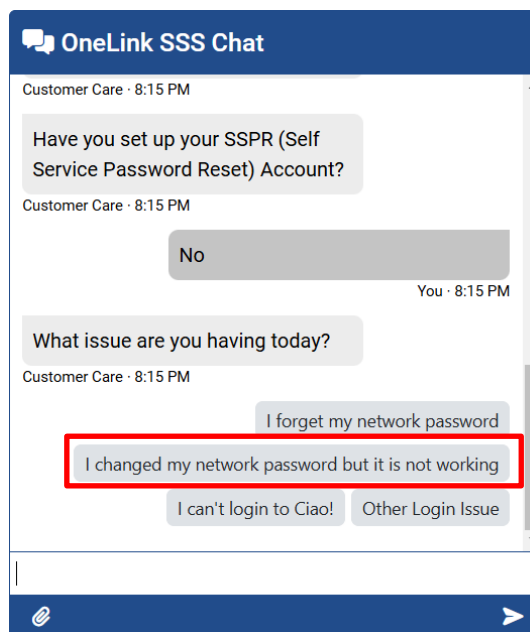
If this does in fact fix their issue, then the chat is ended as their issue is resolved. However, if it did **not** work, then the store will be redirected to the agent for further assistance.



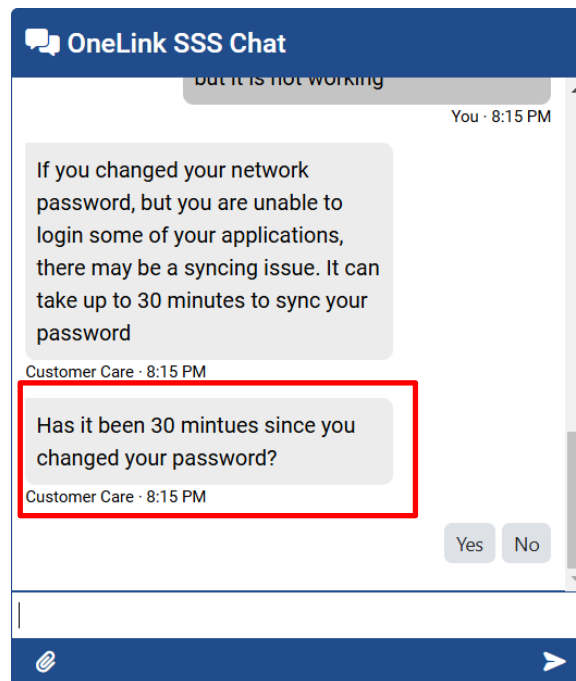
Another option can be seen below:

The same question will be asked such as **"Have you set up your SSPR (Self Service Password Reset) Account?"**

If the store says **No**, they will be redirect to additional questions to see what type of support is needed.



In this example, we are going to explore the **"I changed my network password but it is not working."** This is where the AI Bot will then ask, **"Has it been 30 minutes since you changed your password."** If the answer is no, then the AI Bot will redirect the store associate to wait for the allotted time for the password to properly sync as there isn't anything the store associate can do at this point.



In the event the store associate says **Yes**, they will then be redirect to an agent for further support.

