INTRODUCING *JAO SUPPORT HUB*
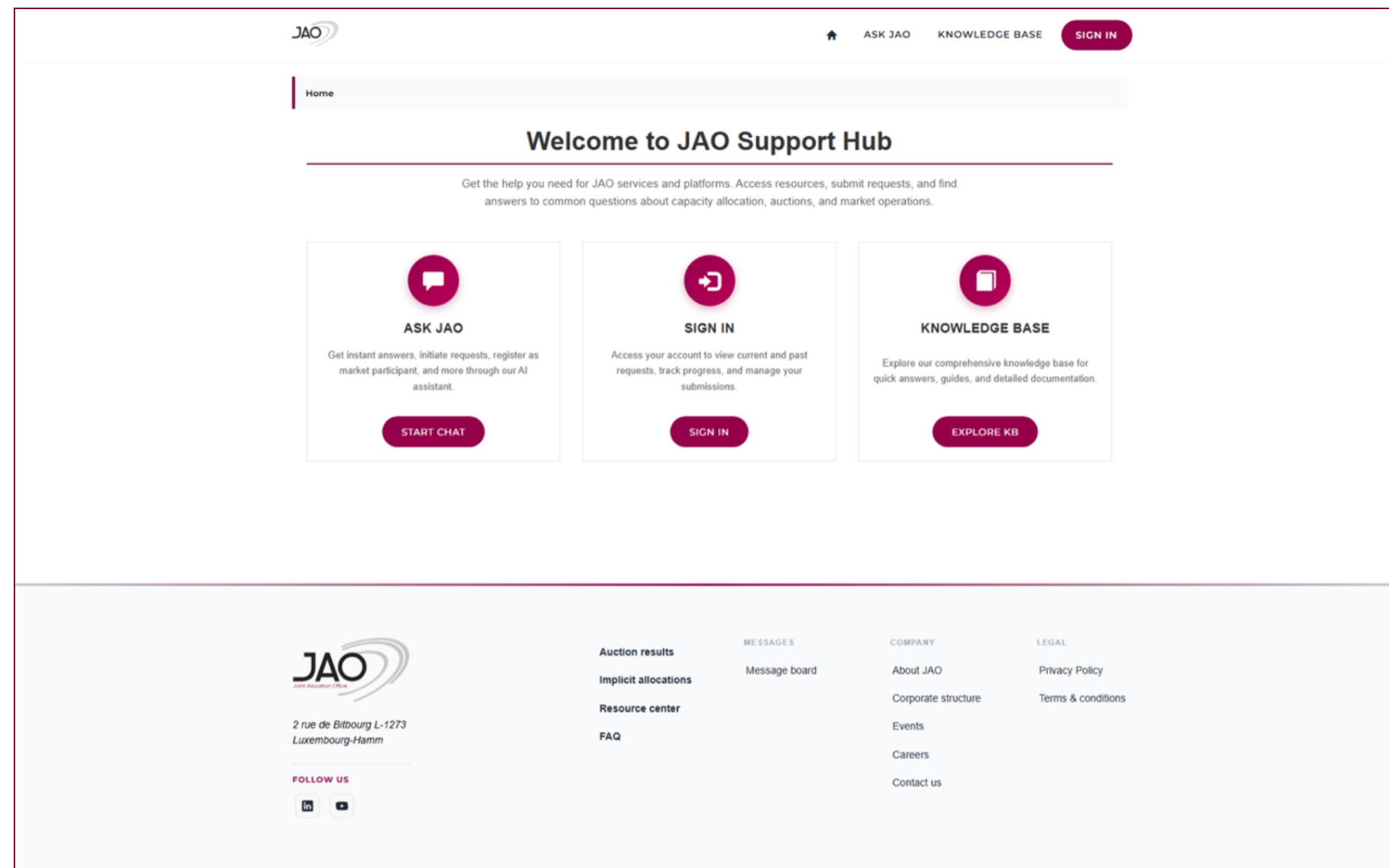
Multichannel and multimodal support

Send your requests to *support@jao.eu*
Automatic case number generation Track progress via email responses

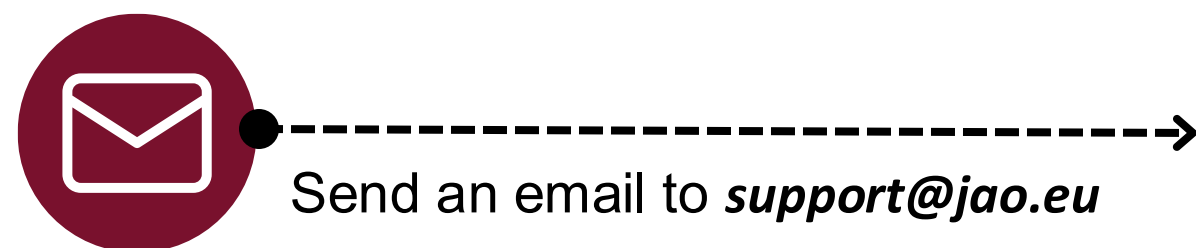Access *https://support.jao.eu* with secure login
View all your cases in one place Knowledge base and self-service options

Get instant answers 24/7 Ask questions about JAO services via our AI Agent
Quick help for common requests Guided workflows to create new requests

Send an email to *support@jao.eu*

Receive your case number

Use the case number (in the subject) or answer the email thread to continue the exchange on **the same case** with JAO.

Do not use an existing email thread or case number to open a new case

Your Service Request Has Been Received

Dear ████ ████

Thank you for contacting the **JAO Service Desk**. We have received your request and it is currently being reviewed by our support team.
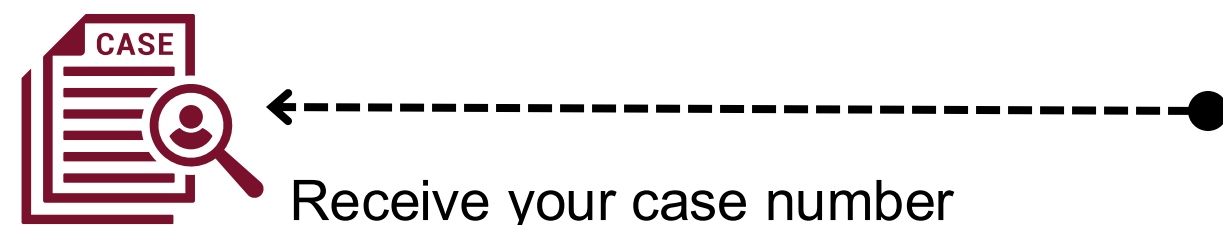
REQUEST DETAILS

Reference Number: JAO-20250902-0023

IMPORTANT NOTES

- Please use this email thread for all future correspondence related to this issue or alternatively, share your comments directly in our Support Hub until resolved
- Please reference the number above when contacting us about this request
- Our team is committed to providing you with **excellent service** and will respond with a resolution as soon as possible

NEXT STEPS

If you have any additional information or updates regarding this request, please reply to this email. We will keep you informed of our progress and contact you if we need any additional details.
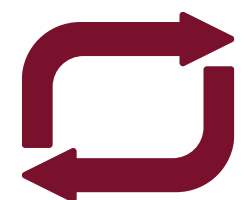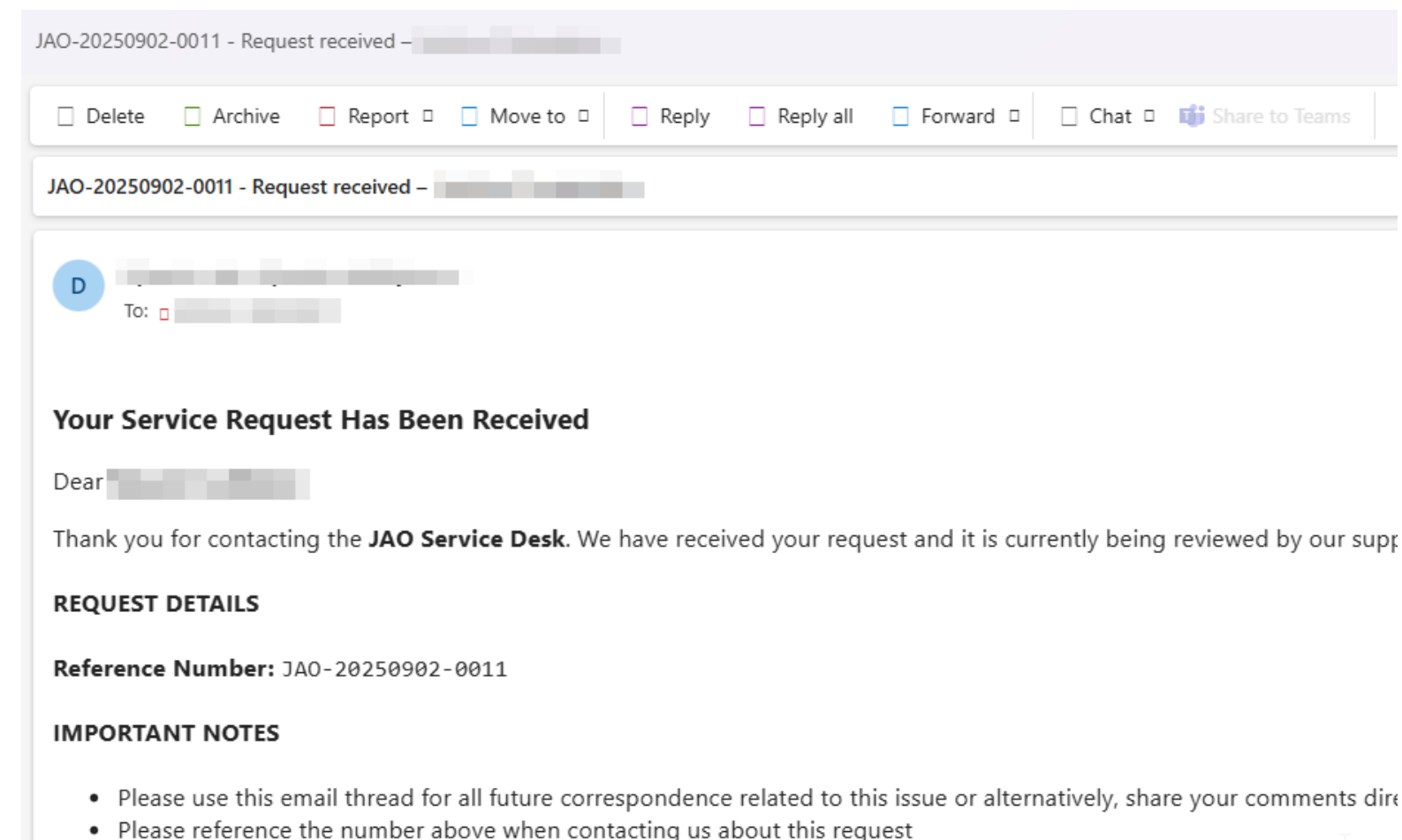
Thank you for your patience.

Best regards,
JAO Service Desk Team

This is an automated confirmation message.

EMAIL CHANNEL FOLLOW-UP

For Follow-ups (via email)

- Include **case number in email subject** to ensure efficient response times **or** just reply to the last email on the same case

- Automatic thread linking

- No need to repeat information

Use your work email (mandatory) to login securely using Microsoft Authentication Mechanism

- **Secure Multi-Factor Authentication (MFA)**
- **Industry-standard encryption**
- **Secure data transmission**
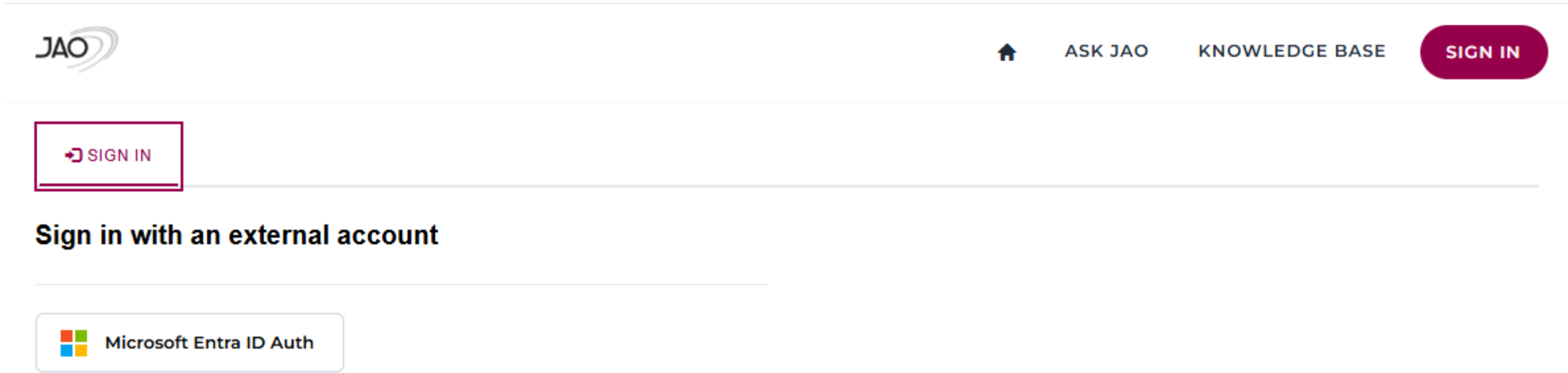
Portal navigation

- **Access JAO AI Assistant via "Ask JAO"**
- **Access your cases via "Requests"**
- **Explore our FAQ via Knowledge Base**

PORTAL COLLABORATION

1. See your case status

2. Subscribe to cases opened by your colleagues to say updated

3. Use our AI case summary feature

4. Review case details

5. Add a comment or a question

6. Access the discussion & actions thread

7. Securely attach files to your case

YOUR CASE TRACKING

Consultation and follow-up via JAO Support Hub portal

- View case history anytime

- Check latest case status

- Complete audit trail

ASK JAO (AI Agent)

*Answering your questions has never been easer and faster using our self-service AI Agent*
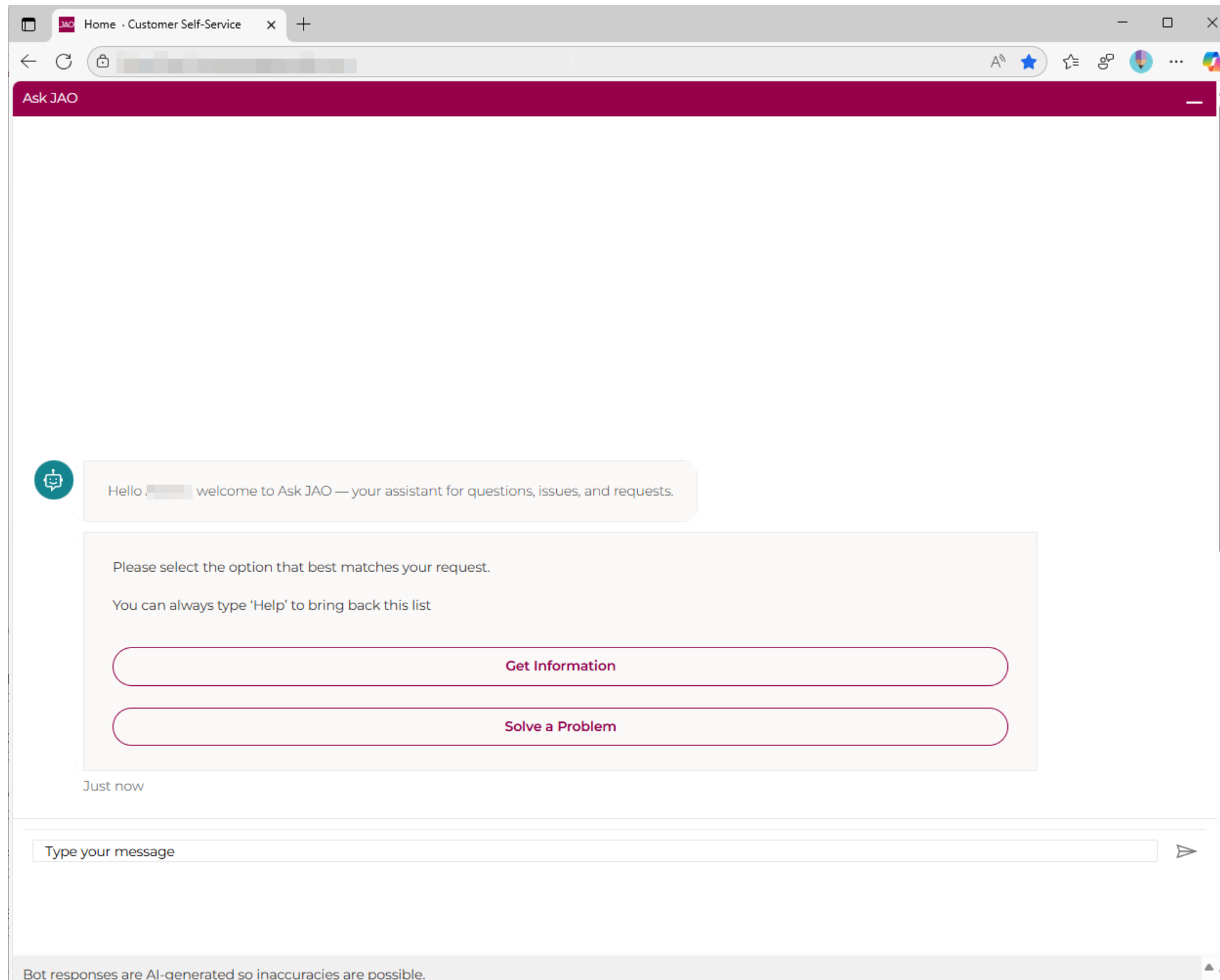
The aim of this agent is to help you answer the most common questions and issues BUT *you can always fallback to open a case when it is not reaching your expectations.*
We will improve that agent to cover more and more questions with each release.

1 Follow the guide

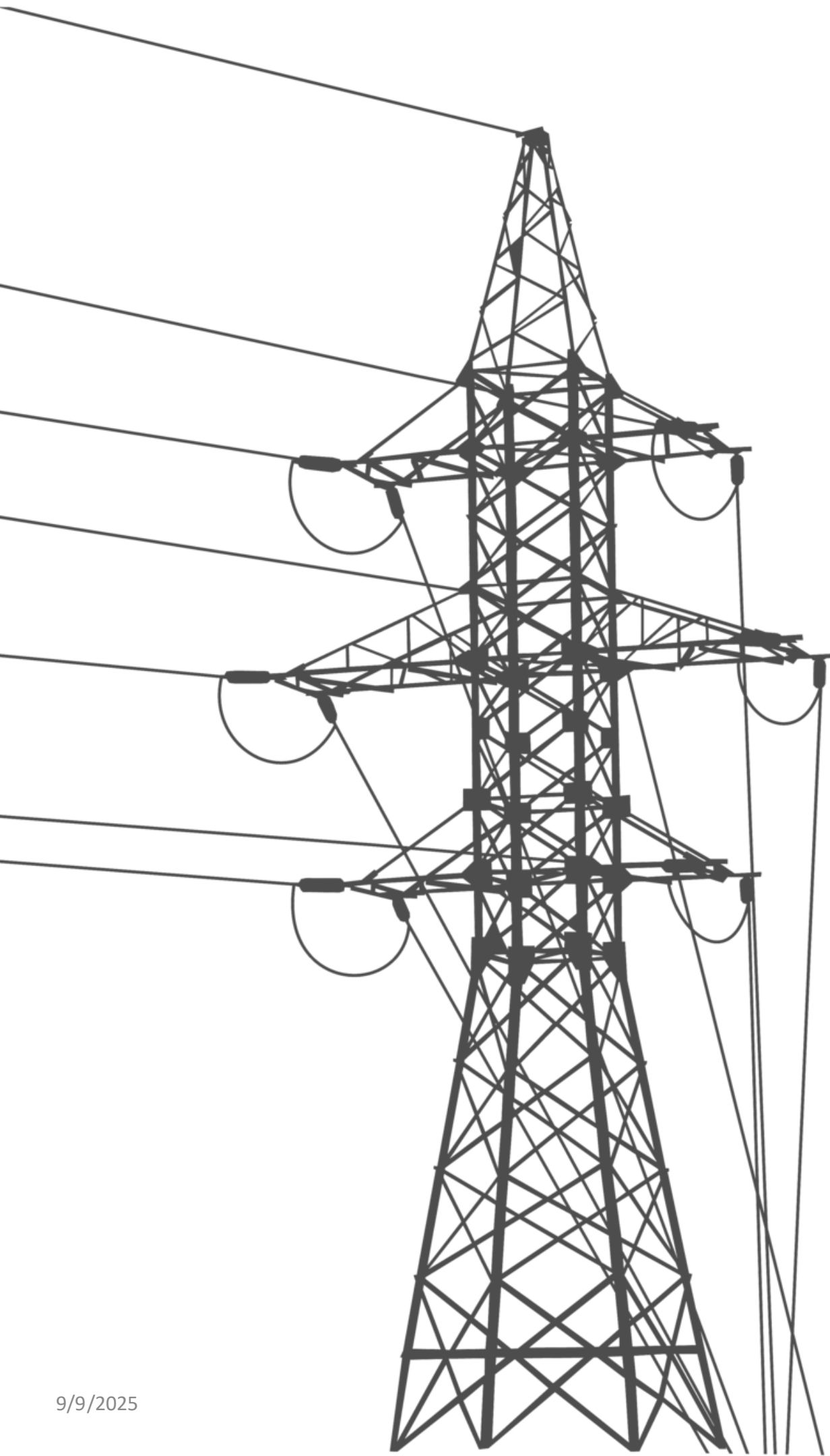**2** Type your message and send

3 Close the assistant
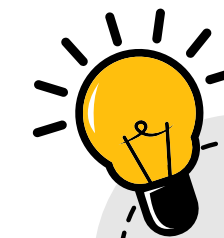
Type ***Help*** to get back to the main menu

CHOOSE YOUR CHANNEL AND MODE

Scenario	Email Support *(Easy and direct but limited functionalities)*	Support Portal *(Self service support and rich functionalities)*
Questions & Requests	✓ Case opening via email	✓ AI Agent (24/7), knowledge base access or case opening
File attachments	✓ Direct email attachment	✓ Secure upload area *(Recommended for file exchange)*
Case history review	Search in you email threads	✓ Complete dashboard view and history
Mobile access	✓ Any email app	✓ Responsive web interface
Self-service support (AI)	N/A	✓ AI assistant available

Thank you!