**MyService360 Feature Highlight**

**Summary Page**

- Get a clear view of your services health from the MyService360 dashboard and software.

**New Summary Page Experience**

- **Custom Groups**
  - Retract form header
  - Service Risk Score
  - Now available from Summary page
  - Service Requests Awaiting Customer Response
  - On-Site Services Reporting and Analysis
  - Reach our technical and support teams from the Contact tab at any time.

**Enhanced Features**

- **Custom Groups**
- **Service Risk Activity and Map**
- Relocated from header
- **Service Risk Score**
- Now available from Summary page
- **Service Requests Awaiting Customer Response**
- **On-Site Services Reporting and Analysis**
- Reach our technical and support teams from the Contact tab at any time.

**Efficiently monitor your environment to minimize unplanned downtime**

- **Enhanced Displays critical activities from the Health & Risk and Incident Management tabs.**
  - **The default map view highlights Severity 1 (S1) service requests or Escalations by site.**
  - **Awaiting Action and Unscheduled have been relocated on the Summary Page.**

**What you can do:**

- **Color coding lets you easily correlate service activity by site on the map.**
- **Select one or more buttons to customize the service activity data on the map. Deselect a button to remove the data set.**
- **'Expand Map' launches a full-page interactive map and more capabilities.**

**More about Expanding Map view**

- Content is dynamically populated to match the service activities you select in the top menu.
- Service activity cards (left-hand side) are only visible in the Expand Map view. View the details for each event and take action if needed. Alternatively, get started from the map. Select a site to review a summary of the selected service risk activities.

**Become even more productive managing services health for enterprise hardware and software.**

- **Relocated View a simple real-time summary of service risks for the sites and products in your personalized MyService360 view.**

**Now Available Enhancement to prior Awaiting Action capability**

- **Presents all real-time service incidents awaiting action by you, or authorized colleagues, from the Incident Management tab.**

**What you can do:**

- **Easily spot S1 requests and escalations.**
- **Monitor & act on any SRs for sites and products within your personalized data view, even if you are not the action owner.**

**Now Available Enhancement to prior Unscheduled capability**

- **Provides a complete view to manage On-Site Services with direct access to the robust Incident Management capabilities.**

**What you can do:**

- **Scheduled On-Site Services**
  - Manage same-day activities, or look ahead 3 months.
- **Unscheduled On-Site Services**
  - Convenient access to schedule with an agent.

**Improved service alerts and actions**

- **New dashboard module**
  - Instantly access interactive data analytics and visualizations that simplify complex data sets.
  - Get deeper insights to help you manage priorities and potential risks.

**What you can do:**

- **Jump to the robust visualizations most frequently utilized across MyService360.**

**Take the guesswork out of managing enterprise services for your datacenter**

- **Enhanced Custom groups allow you to create personalized data views in the MyService360 experience. First-time and existing users can easily add and remove site or product data at any time.**

**What you can do:**

- **Get started by selecting 'Change View.'**
- **View products by 'My Custom Groups' to make changes.**
- **New option: Create groups by 'Product Family.'**

**Work even smarter with MyService360 visualizations**

- **Insightful interactive service activity data visualizations**
  - Reduce downtime to improve overall service performance.

**What we do**

- **Monitor the performance of IT-Specific services on a real-time, interactive map.**

**Key Features**

- **Health & Risk**
  - Security Advisories
  - Technical Advisories
- **Install Base**
  - Connectivity at a Glance
  - Code Categories
  - Contract Categories
- **Incident Management**
  - Service Request Severity
  - Parts Replaced

**Tech Company Overview**

- **DELL Technologies**
  - 28,000+ enterprises worldwide
  - 24/7 support from trained engineers

**Learn more**

- **For more information, visit MyService360 Knowledge Center at Dell.com/Support.**