

# Guiding Customers to the Right Support

## Matrix Service Support Tools & Resources

### Service Direct App

**Best for:** Fastest service response & mobile access

- Scan equipment serial numbers
- Use voice-to-text to complete service forms
- Upload photos or videos directly
- Get real-time updates on ticket status and technician dispatch
- Available anytime via mobile device

### Customer Portal

**Best for:** Customers who prefer desktop access

- Submit and track service requests
- Upload supporting media from a computer
- Access warranty details and service documentation
- Anytime via browser

**Out-of-warranty parts:** Use your Customer Portal login to order directly from the Online Parts Store.

### Tips for Streamlined Service

When submitting a service request, please have:

- Console and frame serial numbers
- Facility location
- Clear description of the issue
- Photos or videos when possible

**Note:** For out-of-warranty customers, setting up payment terms in advance can help speed up service.

### Tools & Resources

[Service Direct App Overview Video](#)

[Service Direct App – Apple App Store](#)

[Service Direct App – Google Play](#)

[Customer Portal](#)

[Online Parts Store](#)

[Request Service PDF](#)