



THE IMMERSIVE SOLUTION HUB

# INSTALLATION AND STARTUP

- Unpacking the Hestia VR terminal
- Installation and connections
- Startup
- Troubleshooting

# INSTALLATION & STARTUP

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## **Before starting, please read this manual.**

Dear customer,

The product you have purchased was manufactured in modern factories and checked using strict quality control procedures. We hope it will give you full satisfaction. Please read the entire manual carefully before starting to install the product and keep it for reference.

This manual will help you to safely install your product with step-by-step instructions and will guide you through the startup procedure.

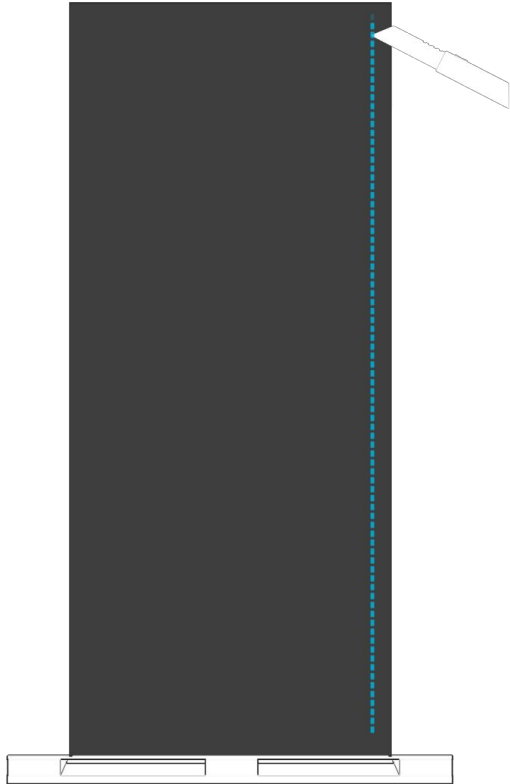
- Read the manual before installing and starting up your product.
- Please read the safety instructions and the installation conditions.
- Keep this manual at hand for future reference.



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## Unpacking the HESTIA VR pod

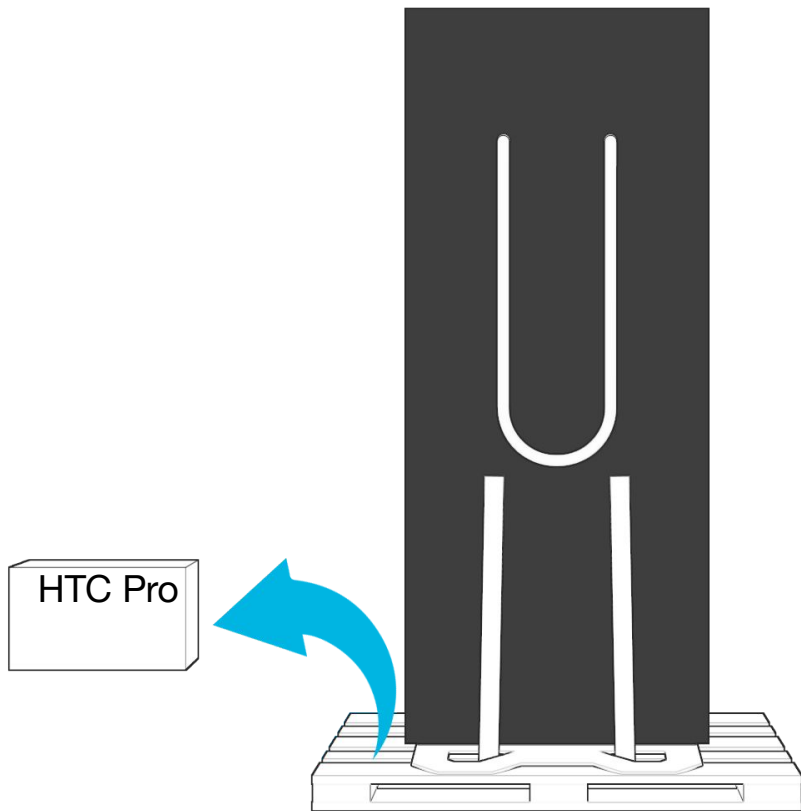
# \_UNPACKING THE HESTIA VR POD



## **STEP 1**

The pods are delivered on EU pallets.  
The package measures (in cm): 100 (l) x 80 (w) x 220 (h) and weighs 114 kilograms.  
Once the pallet is at the site where the pod is to be installed, use a sharp object to remove the plastic film.

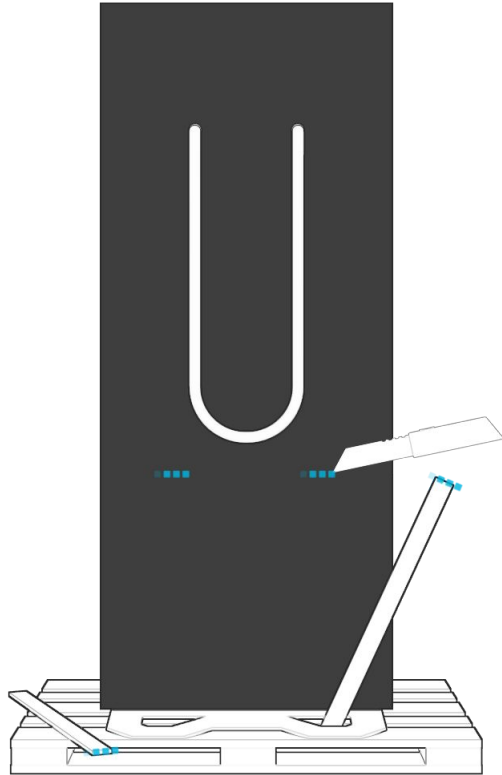
# \_UNPACKING THE HESTIA VR POD



## **STEP 2**

Remove the HTC Vive Pro box from the pallet and keep it in a safe place during the next steps.

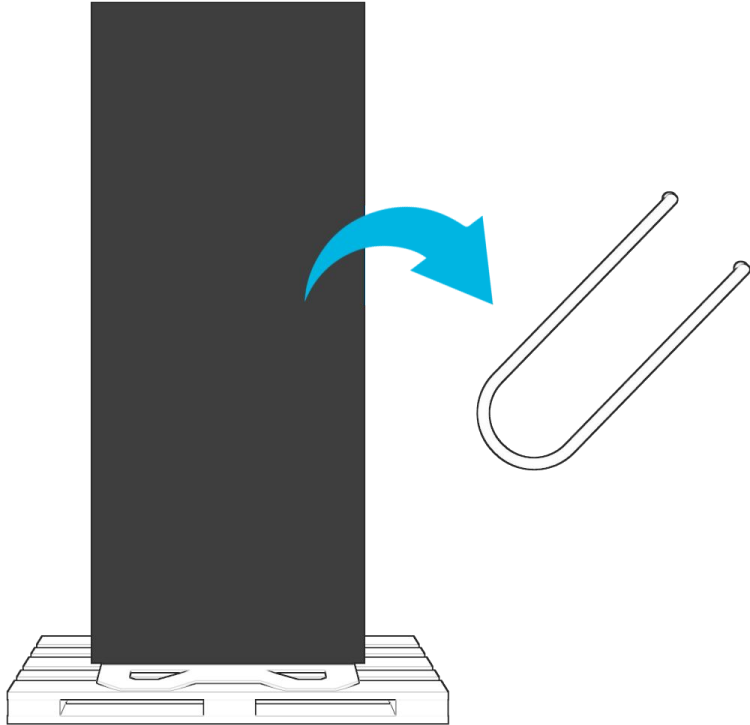
# \_UNPACKING THE HESTIA VR POD



## **STEP 3**

Cut the strapping attaching the pod to the pallet

# \_UNPACKING THE HESTIA VR POD

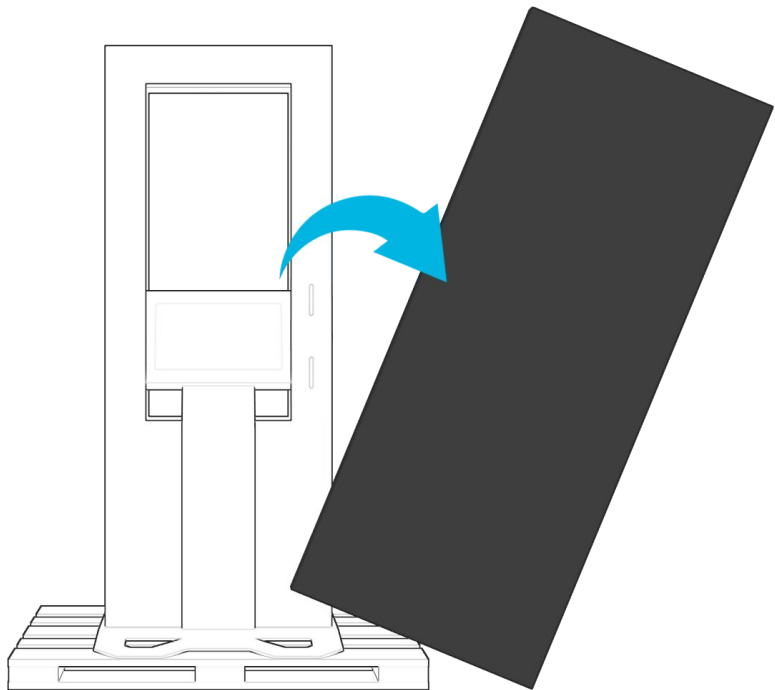


## STEP 4

Remove the overhead bar which already contains the HTC Vive Pro cable



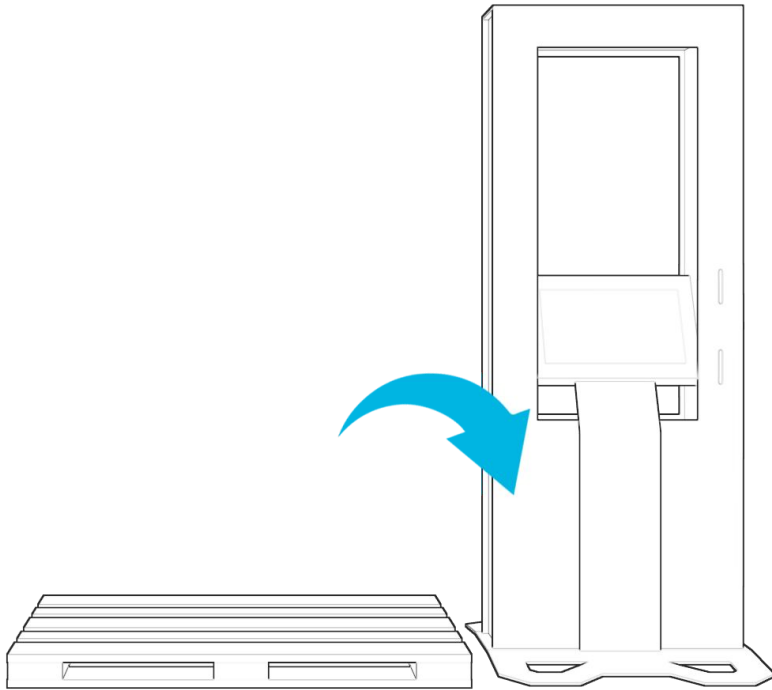
# \_UNPACKING THE HESTIA VR POD



## **STEP 5**

Remove the protective foam on the 4 sides of the terminal.  
Keep it, it may be useful in the future.

# \_UNPACKING THE HESTIA VR POD



## **STEP 6**

With the help of a second person, remove the pod from the pallet and place it in the desired location in the area.

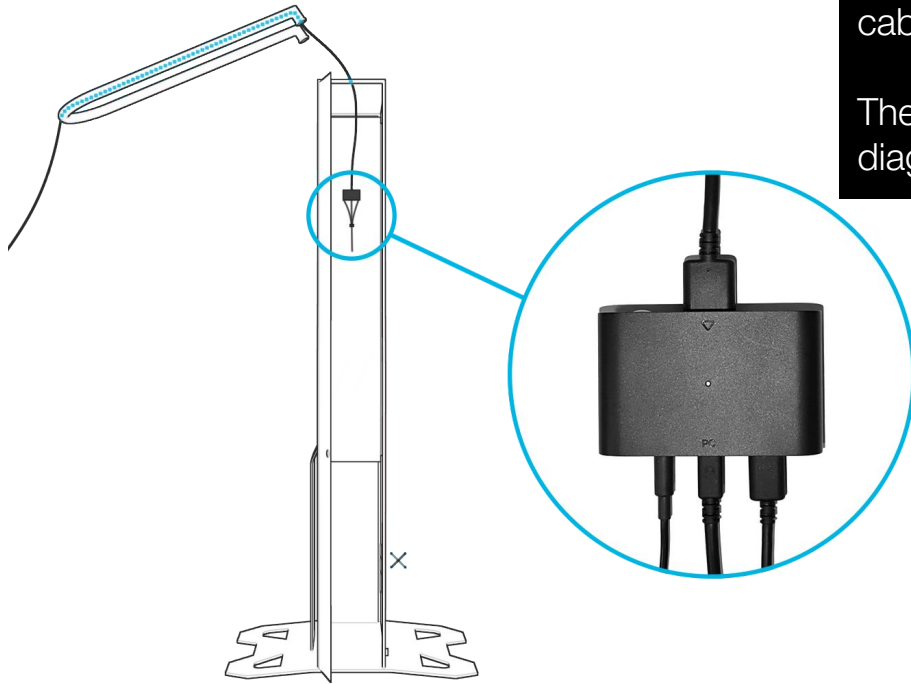
If possible, protect the floor to avoid damaging it during the operation.

# \_UNPACKING THE HESTIA VR POD

## STEP 7

Fit the overhead bar onto the top of the pod in the holes provided for this purpose, taking care to pass the HTC Vive cable inside the pod.

Then connect the cable to the linkbox as shown in the diagram.



# \_UNPACKING THE HESTIA VR POD

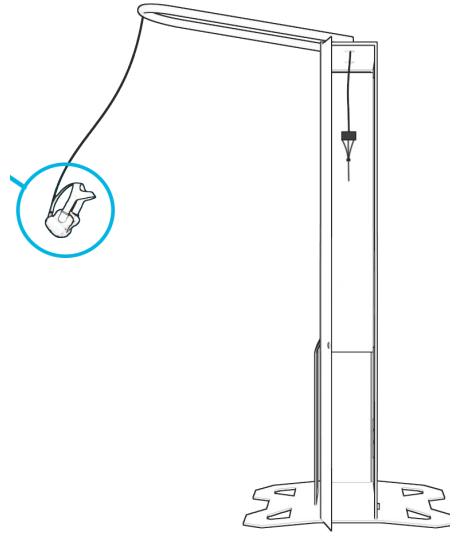
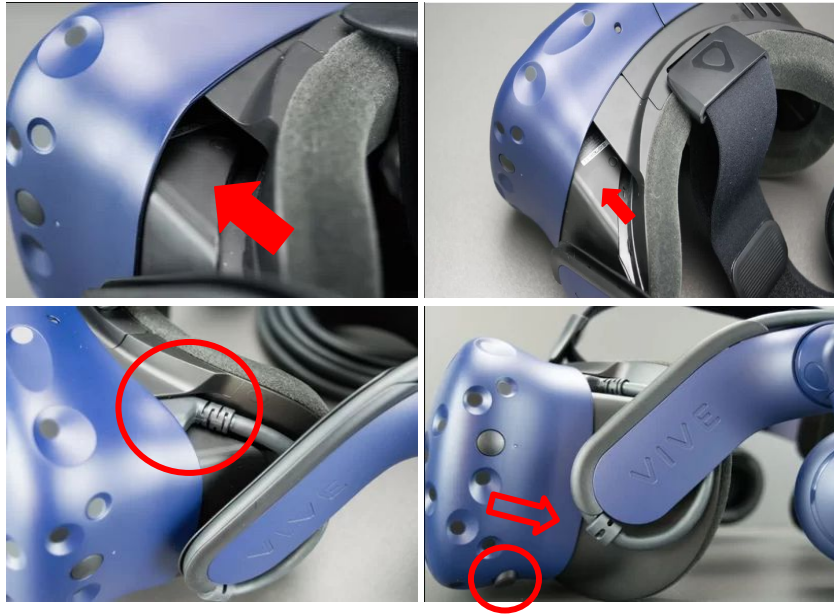


## **STEP 8**

Open the HTC Vive box which was on the pallet and take out the headset, controllers and base stations with the accompanying cables.

Pick up the headset and move on to the next step.

# \_UNPACKING THE HESTIA VR POD



## STEP 9

Plug the cable extending from of the overhead bar into the HTC Vive PRO. Then press the button under the headset and slide the blue part until it is firmly against the structure.

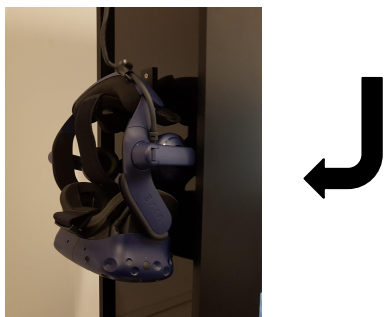
# \_UNPACKING THE HESTIA VR POD



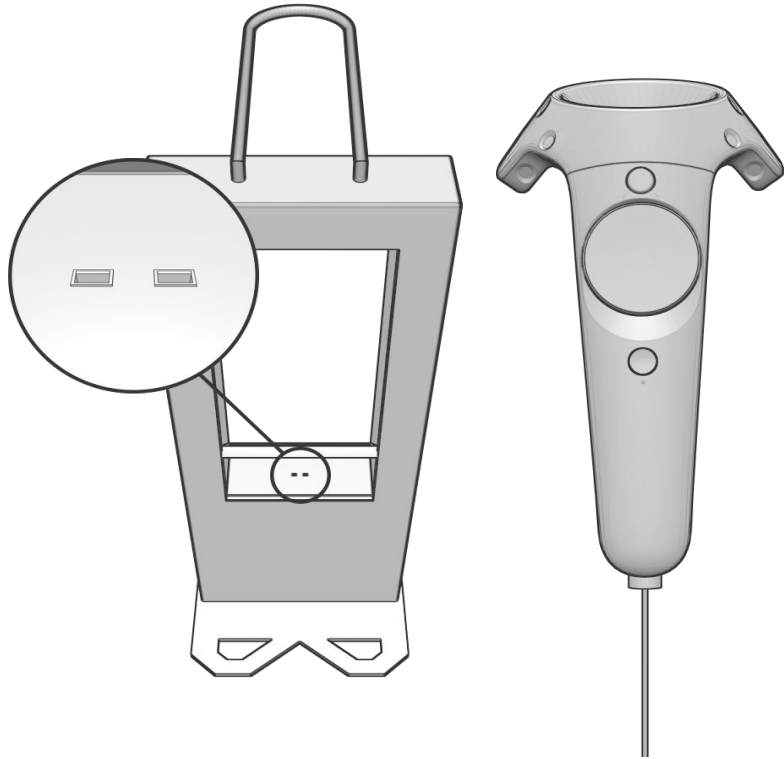
## STEP 10

Open out the bracket on the left-hand side of the pod.

You can now hang the back of the headset on the bracket.



# \_UNPACKING THE HESTIA VR POD



## **STEP 11**

Plug the controller cables into the holes provided under the touchscreen. Connect the controllers to these cables. They will then start to charge when the pod is switched on.

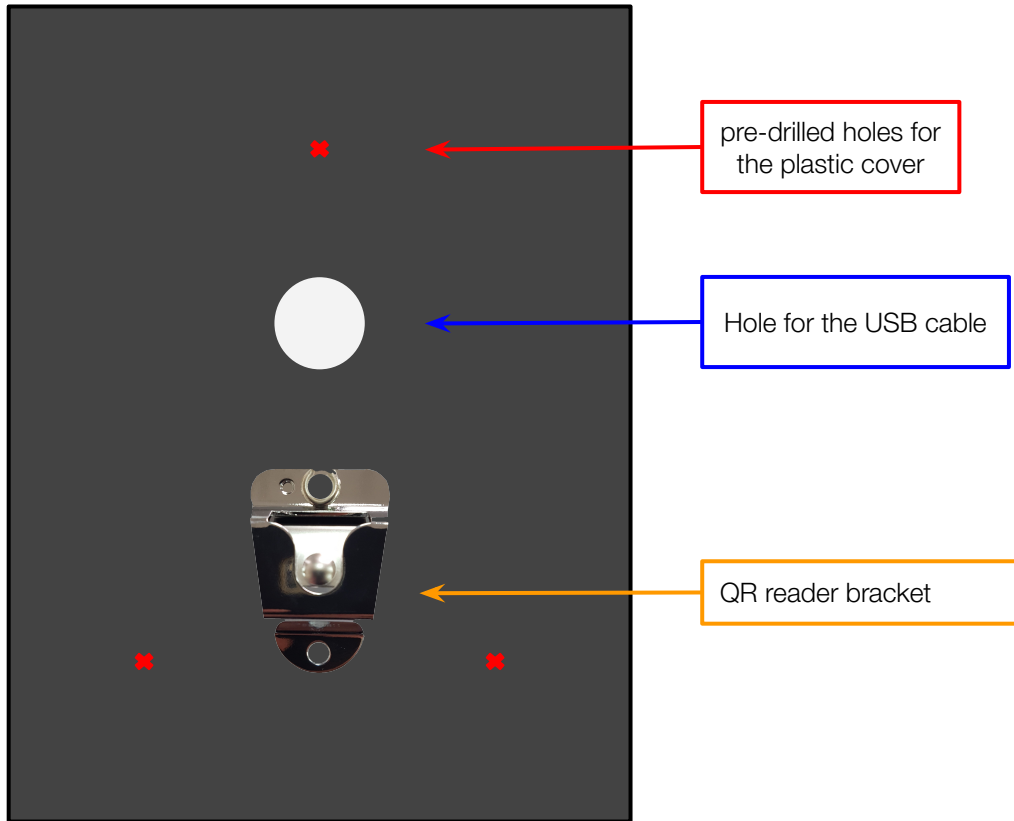


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## Installing the QR reader



# \_INSTALLING THE QR READER



To install the QR reader, go to the door of the HESTIA VR pod.

- Slide the QR reader into the QR reader holder with the glass window facing downwards.
- Run the QR reader cable through the hole left for the USB cable
- Place the plastic cover over the QR reader and screw it on using the pre-drilled holes for the plastic cover.
- Connect the QR reader USB cable to the computer.



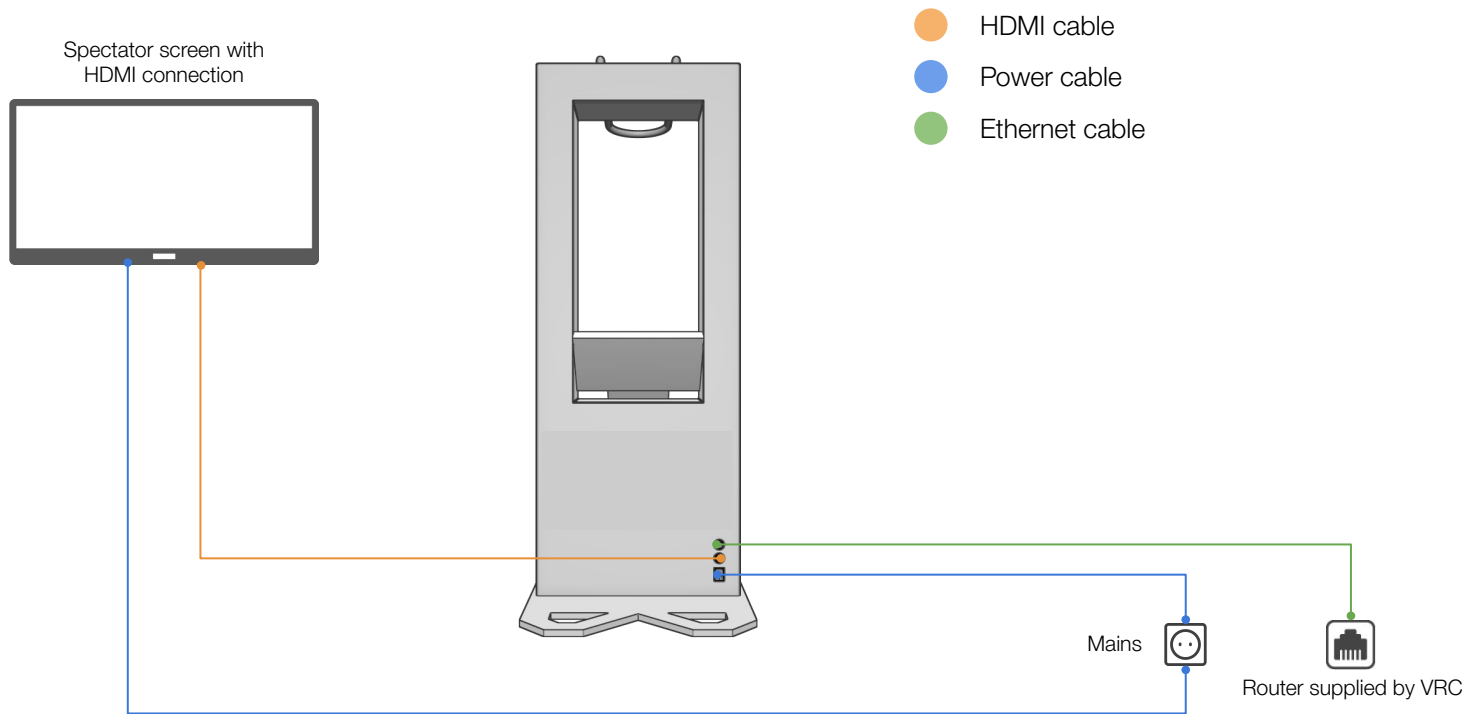
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## **Setting up your corner: ancillary equipment**

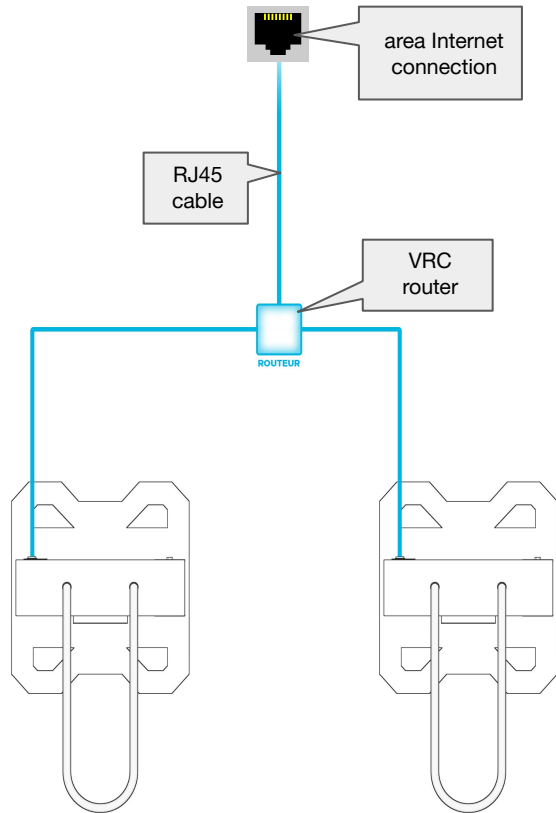
# SETTING UP YOUR CORNER / ANCILLARY EQUIPMENT

## Pod wiring diagram

The connections required by your Hestia VR pod



# \_SETTING UP YOUR CORNER / ANCILLARY EQUIPMENT

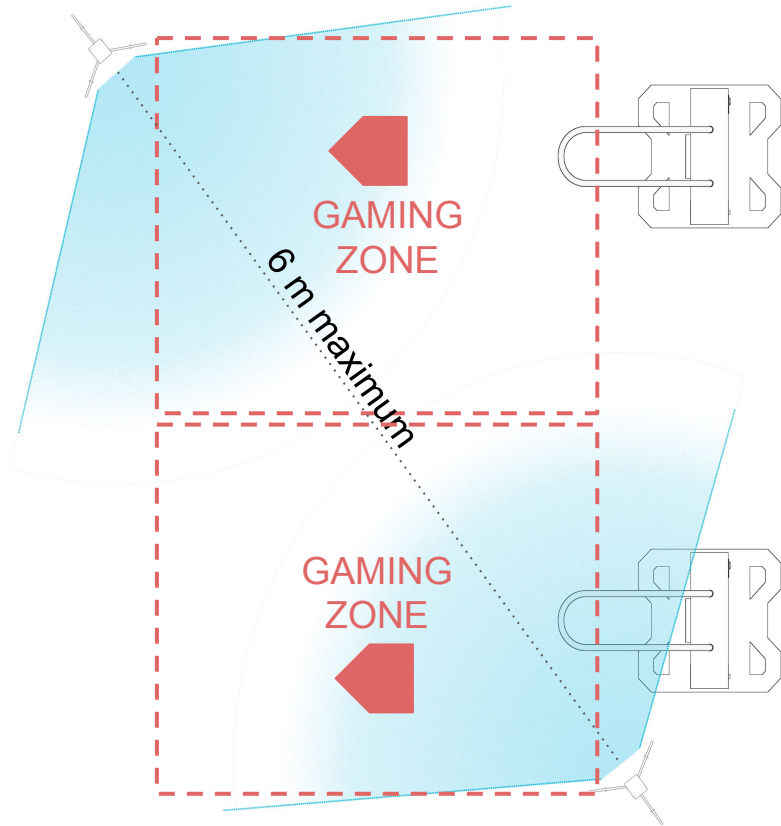


All the pods must be connected via an RJ45 connection to the router supplied by VRC, which in turn is connected to an Internet socket.



The router must be set up in a secure place where the public have no access to it to avoid anyone connecting to the available network sockets or disconnecting the HESTIA VR pods from the VRC network.

# \_SETTING UP YOUR CORNER / ANCILLARY EQUIPMENT

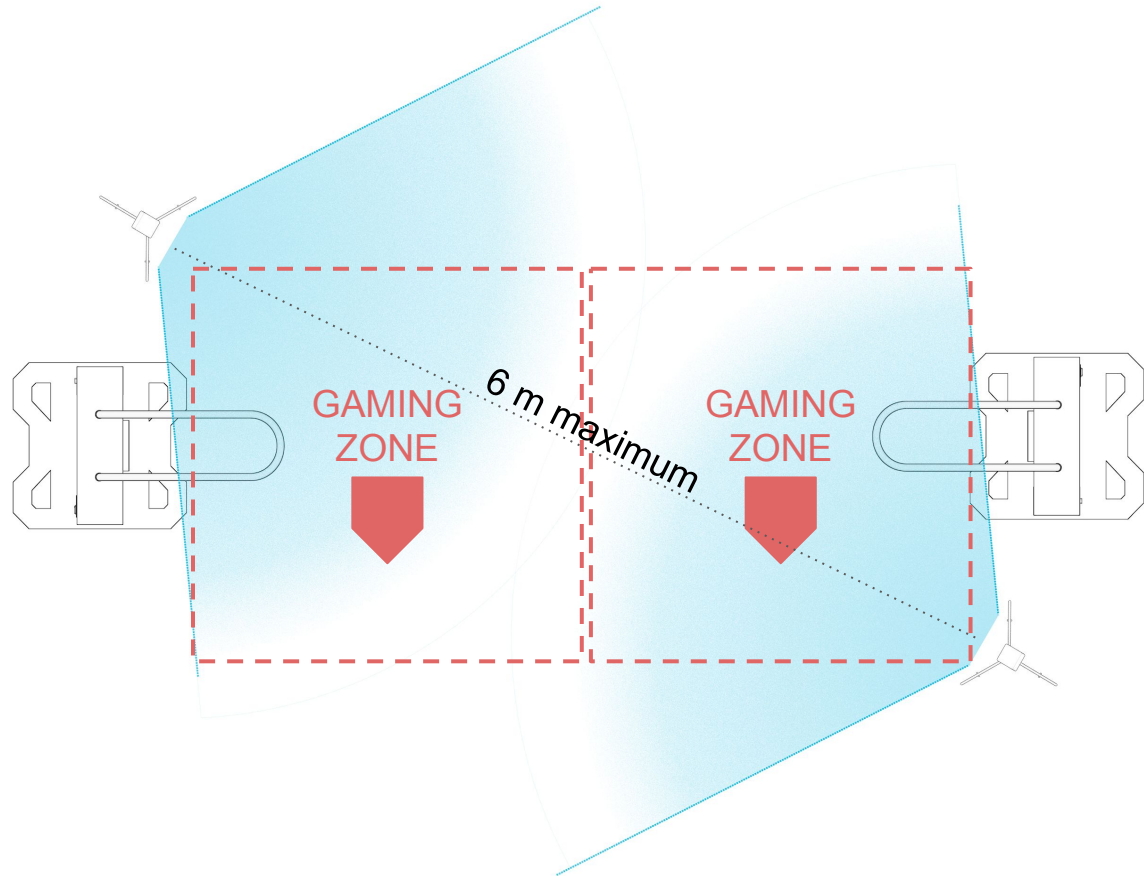


## Example of installation without partitions No.1:

Whether on stands or attached to the wall, the sensors must be placed diagonally in relation to the gaming zone at a height of 2 to 2.5 m. The maximum distance between two sensors (Lighthouses) being 6 m, two zones can be covered by the same bases.

# \_SETTING UP YOUR CORNER / ANCILLARY EQUIPMENT

Example of installation  
without partitions No.2:

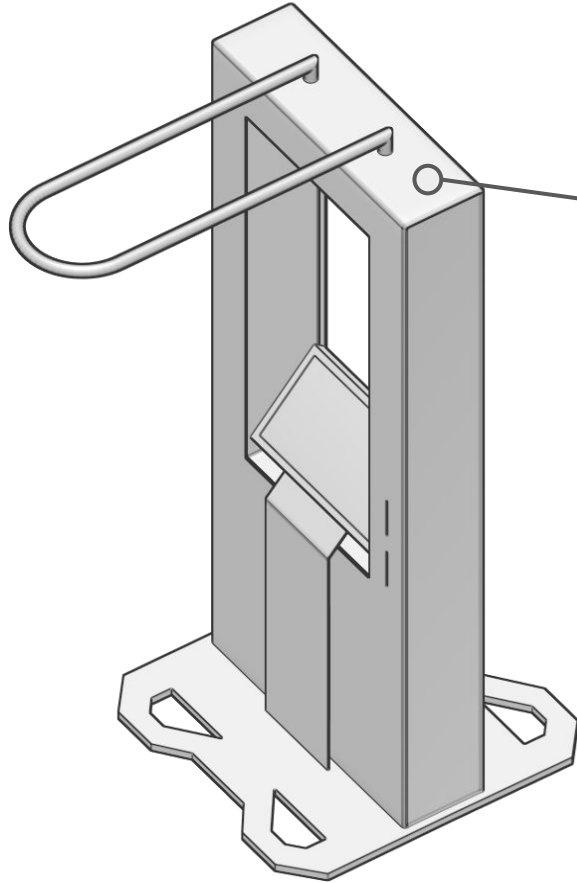




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**Startup**

# \_STARTUP



Once everything has been connected up and checked, start up the HESTIA VR pod by pressing the button on the top right of the pod.



A spectator screen must be connected before switching on so that configuration of the different screens can proceed normally.

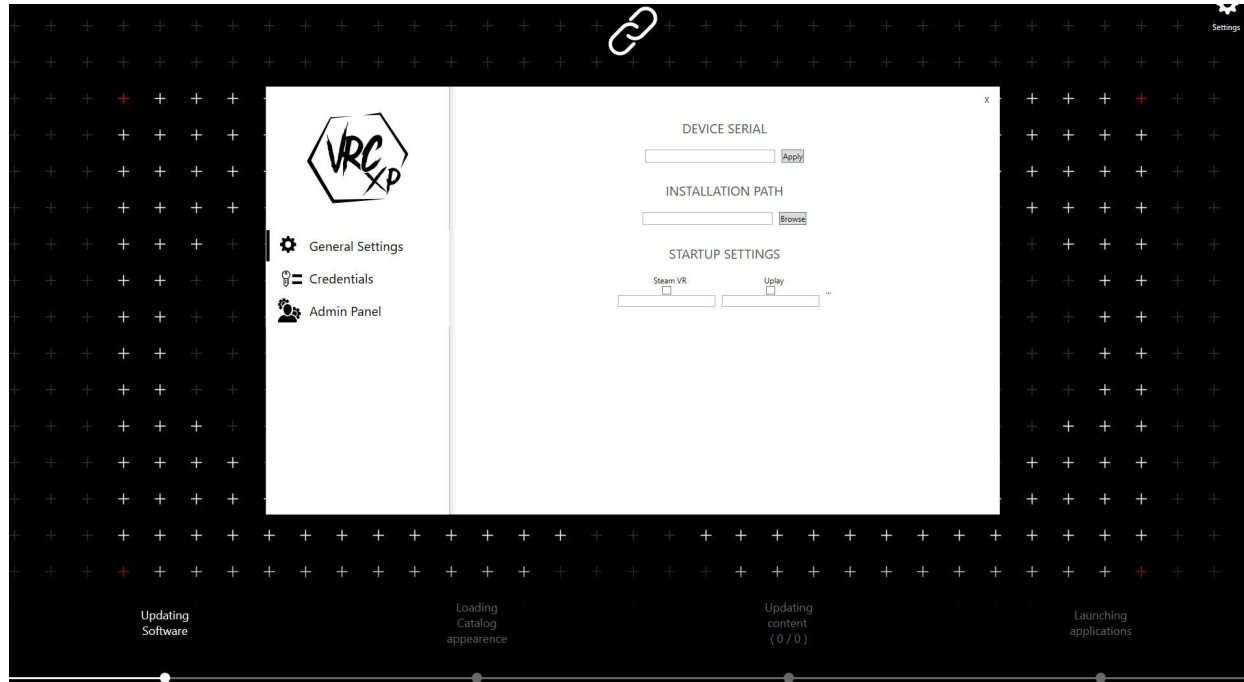


# \_STARTUP



Once the pod is switched on, several services will launch in the background.  
The VRC launcher will then initialise and start to update.

# \_STARTUP



Once the update is complete, the catalogue initialises and asks you for a SERIAL NUMBER sent by e-mail by VRC when the installation request was made. At this stage, and before entering the SERIAL NUMBER, scan the barcodes on the next page to install the QR reader on the HESTIA pod.

# \_STARTUP

## STEP 1

Scan the “Set factory Defaults” barcode with the QR reader laser to initialise it:



**Set Factory Defaults**

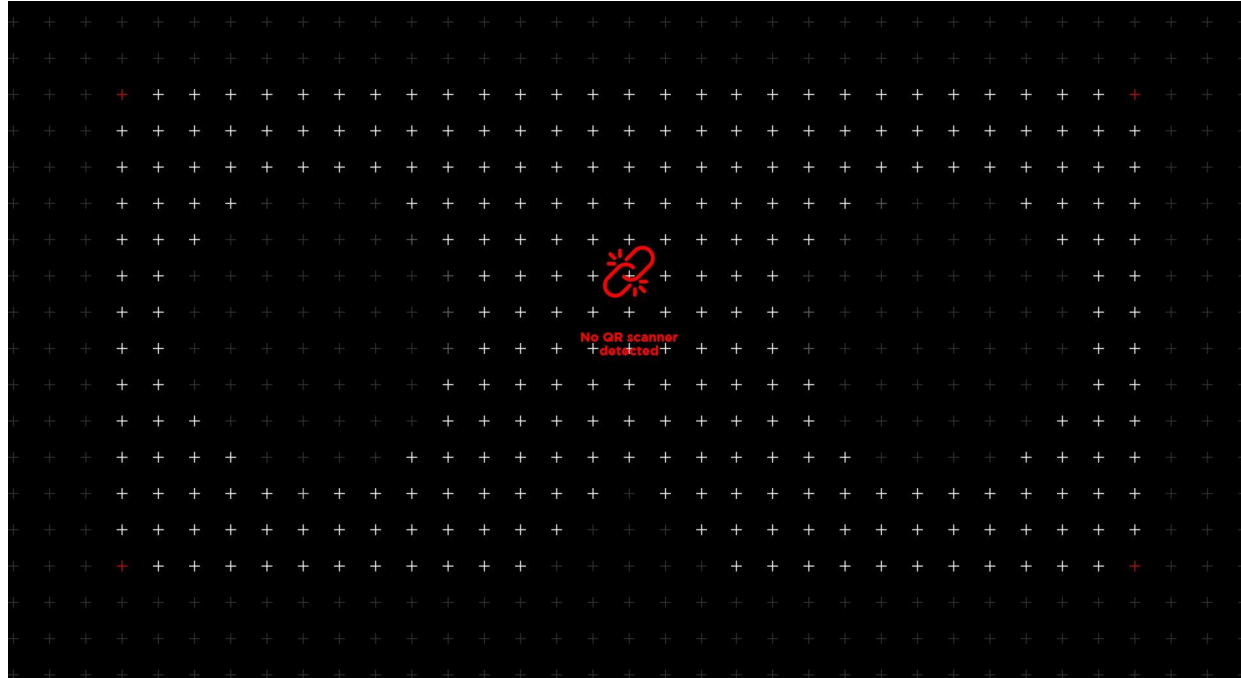
## STEP 2

Then scan the “SNAPI” barcode to configure it:



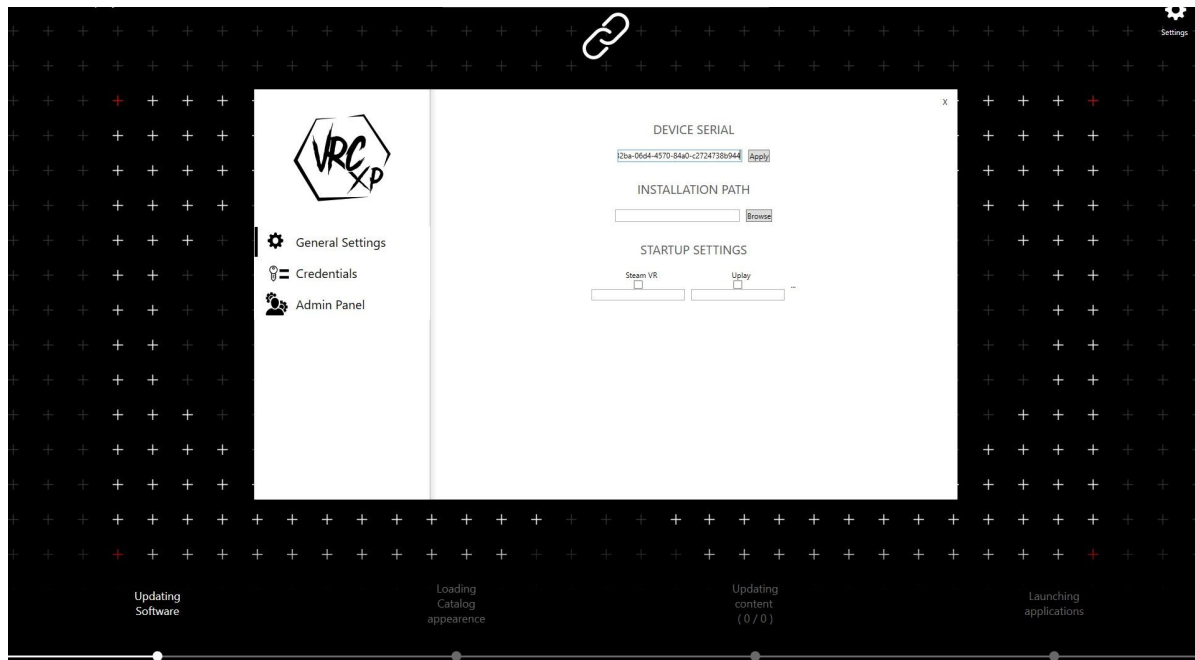
**Symbol Native API (SNAPI) without Imaging Interface**

# \_STARTUP



Important: if the SERIAL NUMBER is entered without initialising and configuring the QR reader beforehand or if the reader is not connected, the error screen above appears. Return to the previous page and follow the QR configuration procedure.

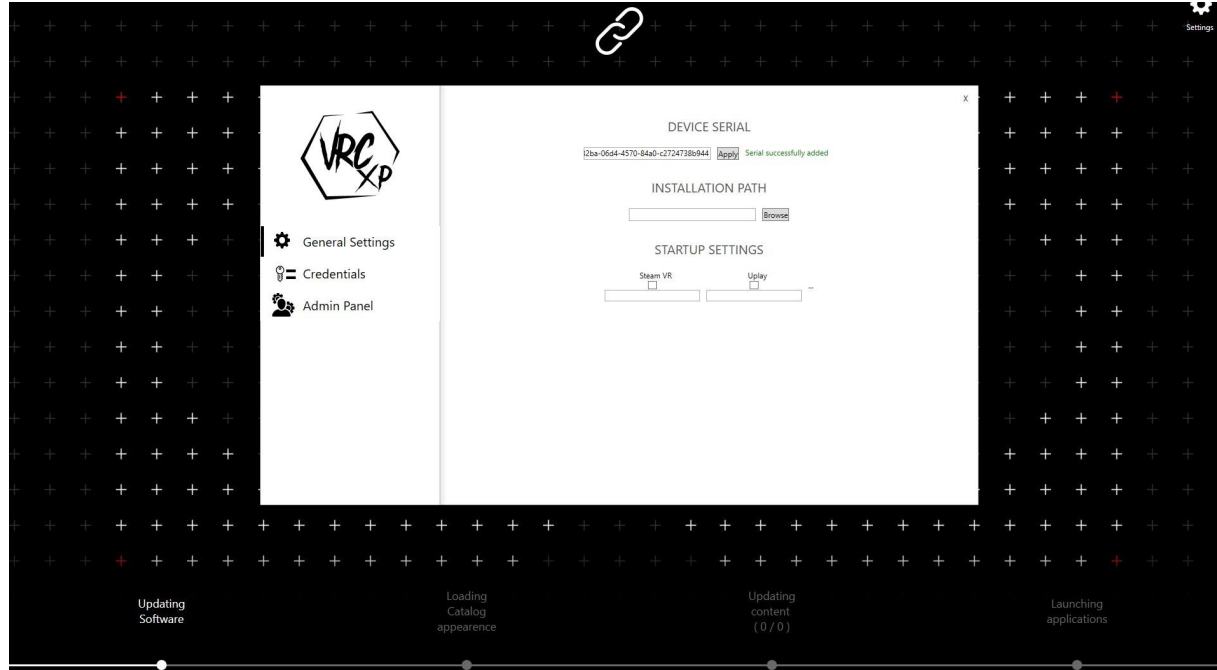
# \_STARTUP



Then enter the SERIAL NUMBER by connecting a keyboard to one of the available USB ports at the back of the computer in the HESTIA VR pod.

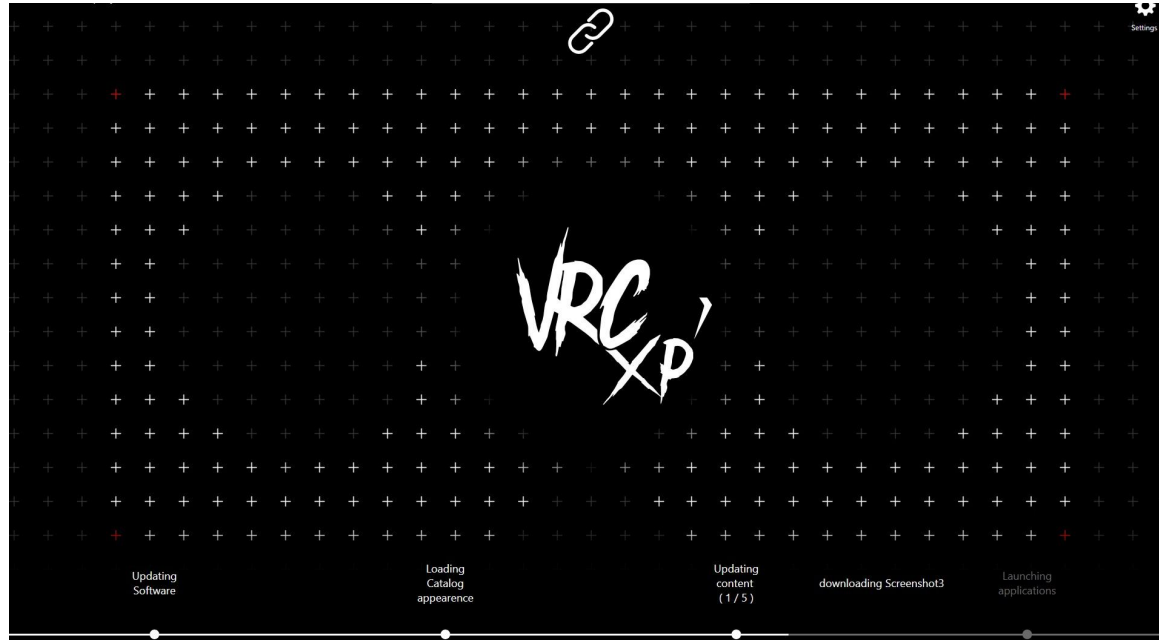
The SERIAL NUMBER is delivered to you by e-mail before a site is started up. It is unique to the fleet and is used to configure its specific features.

# \_STARTUP



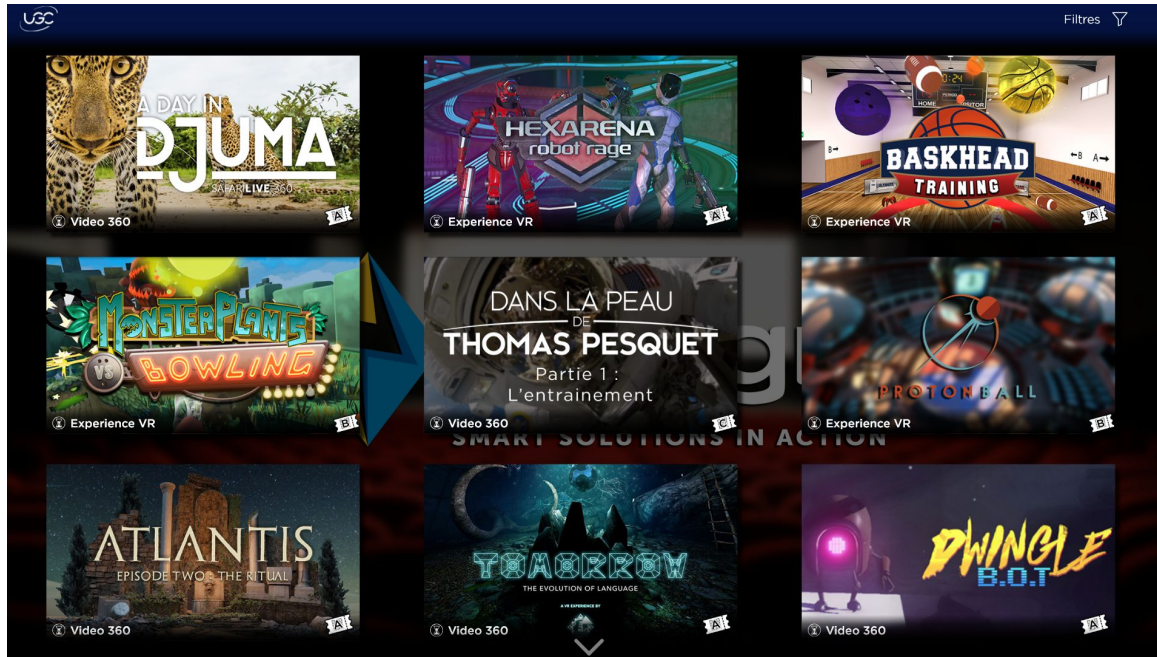
The SERIAL NUMBER is valid. Installation can continue.

# \_STARTUP



The VRC launcher then downloads the experiences which will be presented in the catalogue.

# \_STARTUP



Once the downloads are complete, the catalogue launches and is ready to use.

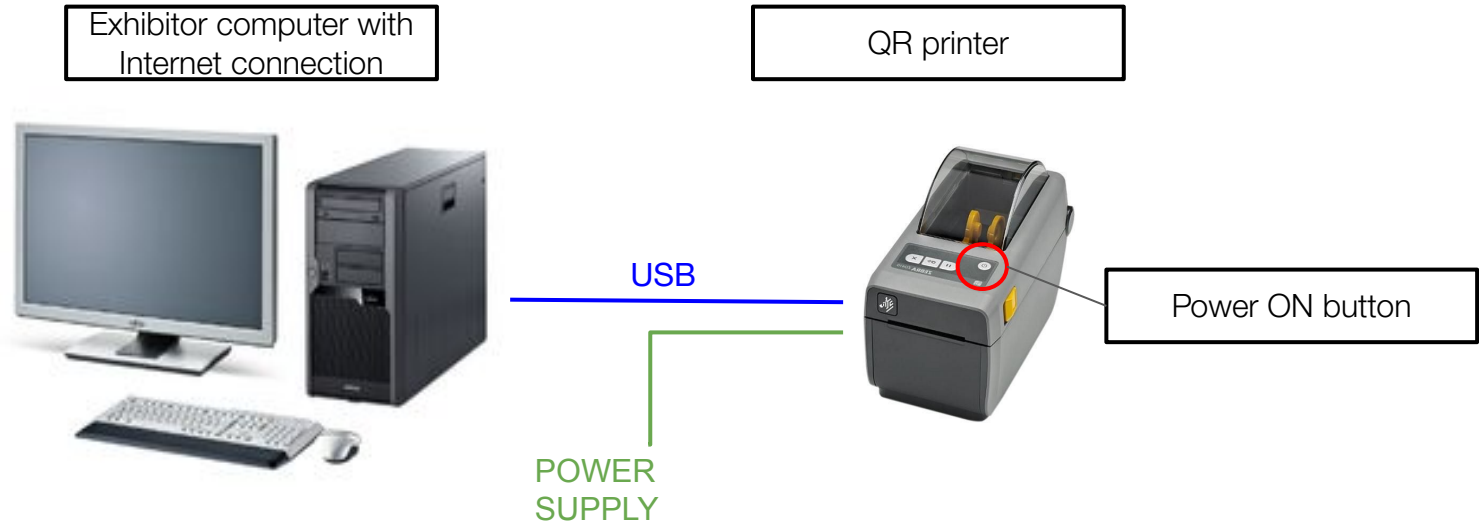




immersive technologies

## Configuring the QR printer

# \_CONFIGURING THE QR PRINTER



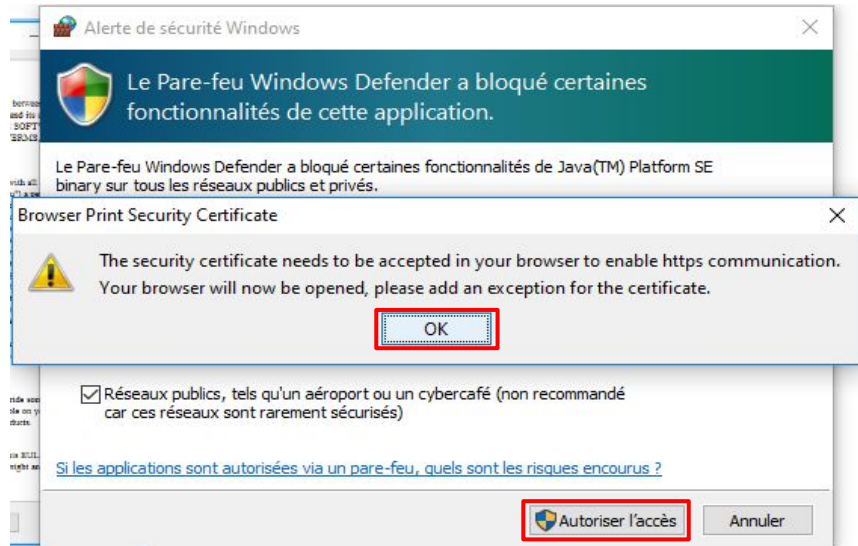
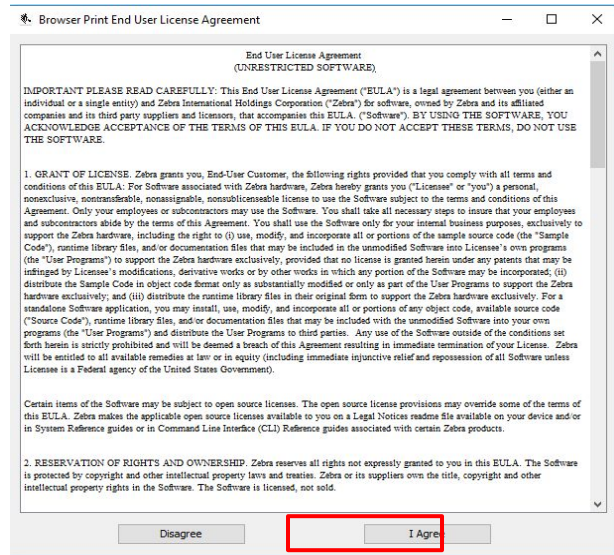
Connect the QR ticket printer to the computer using the USB cable supplied.  
Connect the printer to the mains using the power cable.  
Switch on the printer using the **ON button** on the top.

# \_CONFIGURING THE QR PRINTER

To install the QR ticket printer on your computer, go to the VRC XP Lite website:

<https://lite.vrcxp.com/content/printer.exe>

Download the installer and run it.



# \_CONFIGURING THE QR PRINTER

Your browser opens and warns you of an unsecured connection. Select “**know more**” in order to access the website despite this.



## La connexion n'est pas sécurisée

Les propriétaires de localhost ont mal configuré leur site web. Pour éviter que vos données ne soient dérobées, Firefox ne s'est pas connecté à ce site web.

[En savoir plus...](#)

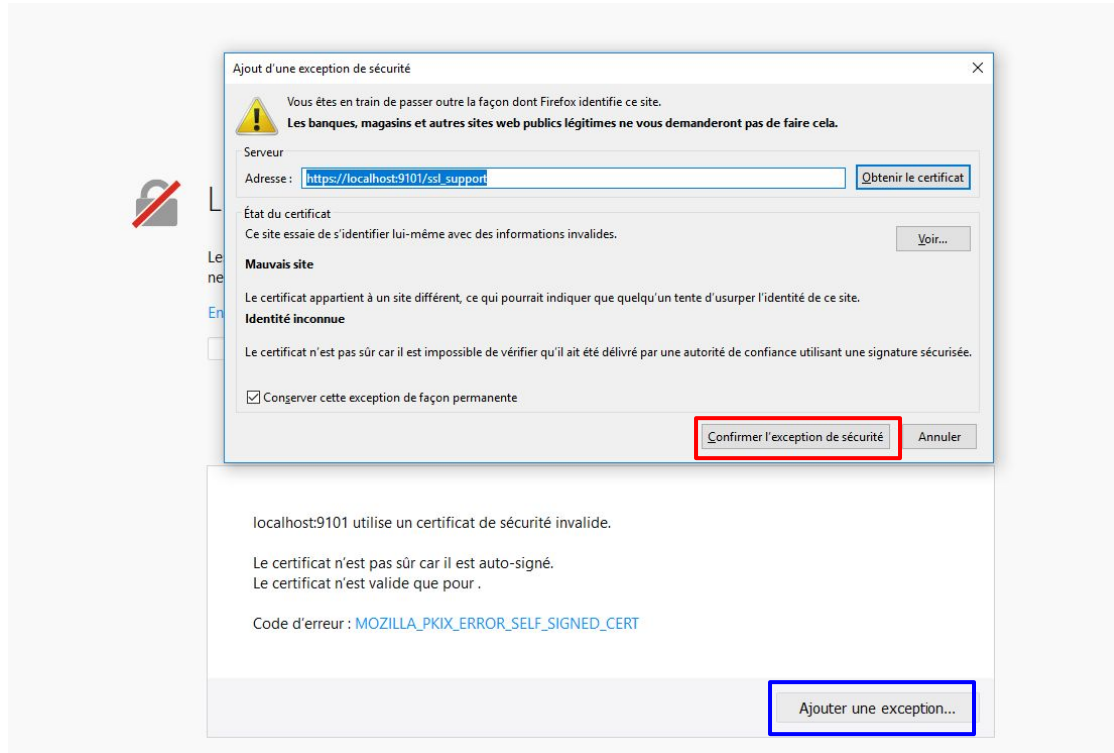
Signaler les erreurs similaires pour aider Mozilla à identifier et bloquer les sites malveillants

Retour

Avancé

# \_CONFIGURING THE QR PRINTER

Your browser asks you if you want to add a security exception for this website. Click on “[add an exception](#)” then “[confirm the security exception](#)”.

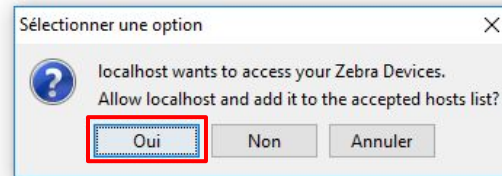


# \_CONFIGURING THE QR PRINTER

Your browser informs you that the certificate has been accepted:

SSL Certificate Has been accepted. Retry connection.

A pop-up then asks you if you authorise connection of your network to the printer. Select “yes”.

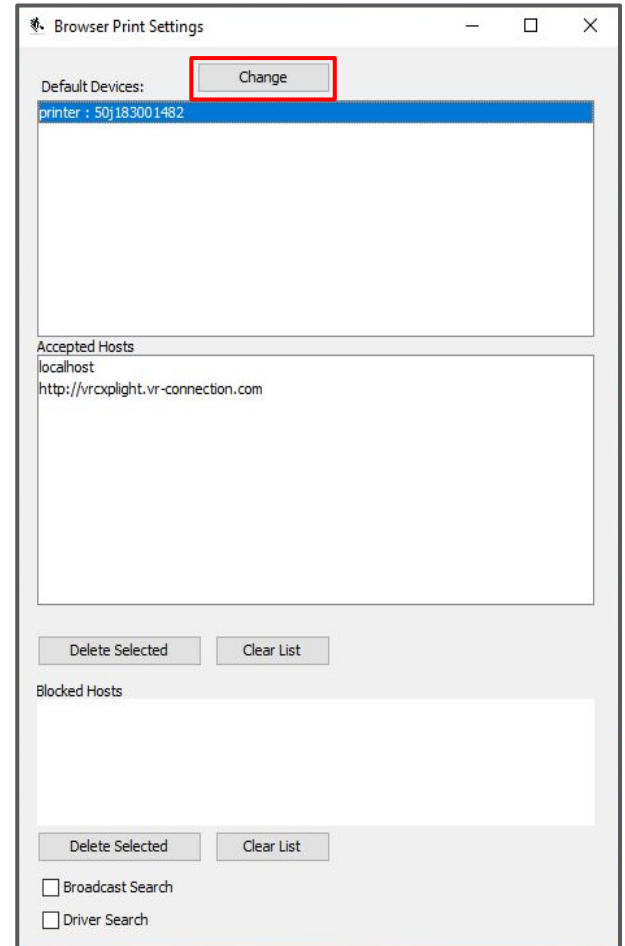
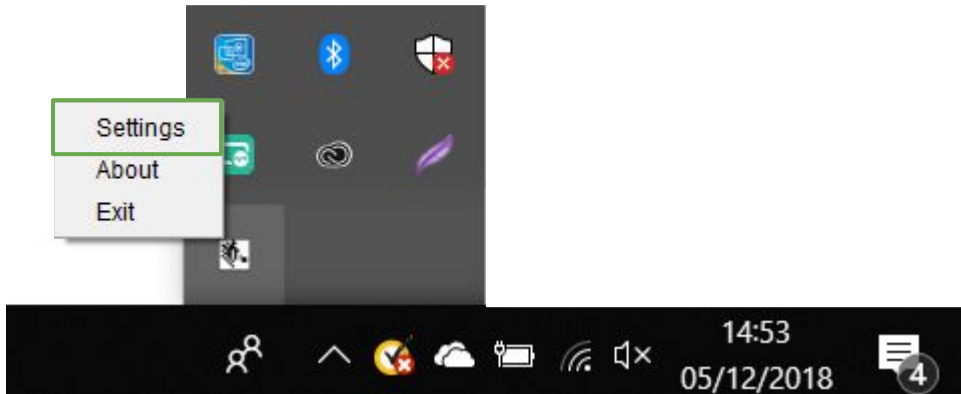


# \_CONFIGURING THE QR PRINTER

In the task bar, right-click on the “Zebra Printer” program and select “Settings” (**image below**).

The window opposite opens. 

Select “Change”, then “printer:50j183001482”



# \_CONFIGURING THE QR PRINTER

Go to the VRC XP Lite website, “QR ticket” page, “Print” tab  
(see “**Functional test**” slides)

If the image below appears, your printer is correctly configured.



Conversely, if your printer is incorrectly configured, you will see the following image:



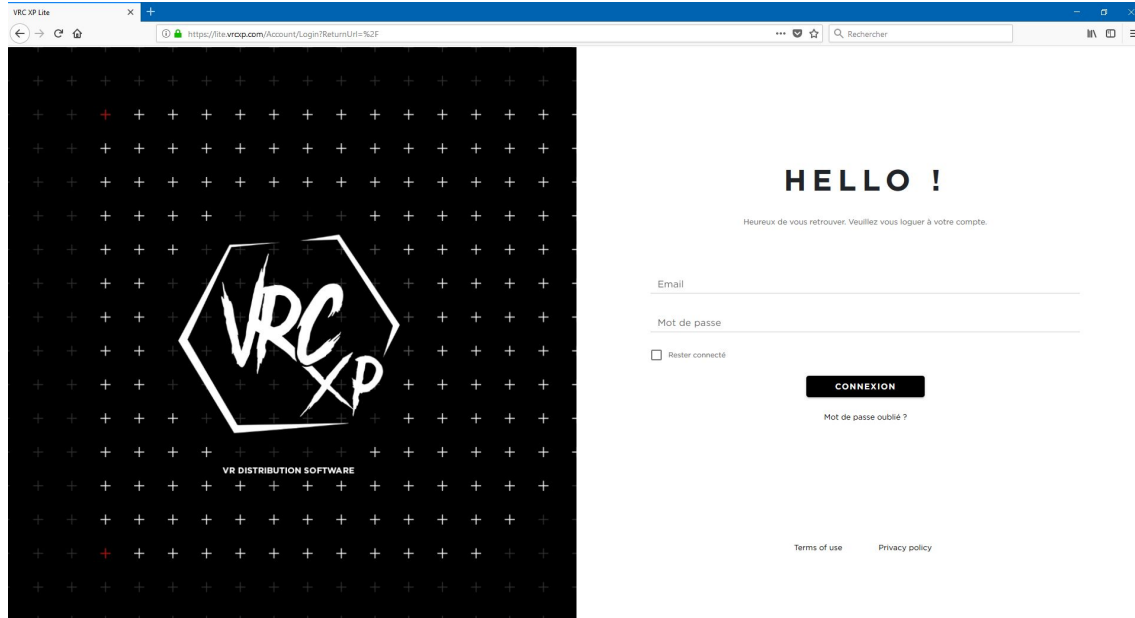




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**Functional test**

# \_FUNCTIONAL TEST



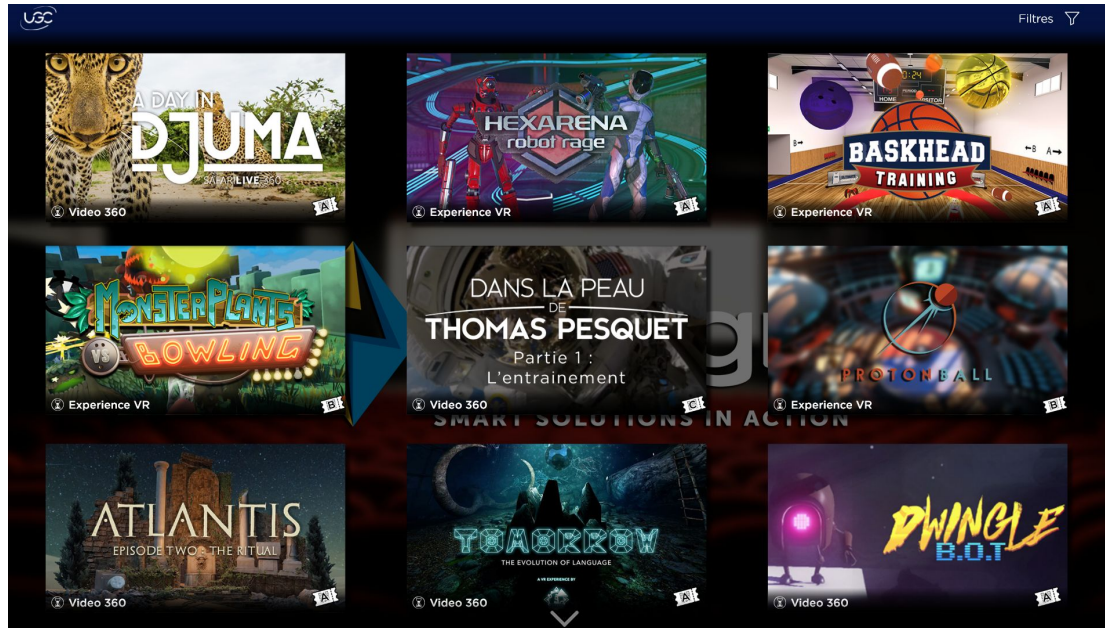
Using the *exhibitor computer*, go onto the <https://lite.vrcxp.com/> website and log in using the exhibitor's username and password.

# \_FUNCTIONAL TEST

The screenshot displays the VRC XP website's interface for managing QR codes. The navigation bar at the top includes links for Home, Parc Machine, Expériences, Gestion de borne, **QR Code** (highlighted with a red box), Dashboard, Utilisateurs, and a user profile for John Doe. The main content area is titled "LOT DE QR CODE : UGC MONTARNASSE" and features a blue "Impression" tab. Below this, the "Statut de l'imprimante" section shows a printer icon with a green checkmark and the text "Imprimante prête", along with buttons for DOCUMENTATION, CONSOMMABLES, DÉPANNAGE, and TICKET DE TEST. The "Impression de QR Code" section contains four columns of experience cards: "Vidéos 360" (A), "Expériences solo courte" (B), "Expériences solo longue" (C), and "Expériences multijoueur" (D). Each card shows a quantity of 1, a total price of 799 €, and a "IMPRIMER" button. The cards display various VR experiences such as "MEKARIMA", "BASKHEAD", "SHAMU", "ATLANTIS", "WALKABOUT", "JUMA", "EAGLE", and "ATLANTIS". At the bottom, the "Tickets mensuels gratuits" section shows "Tickets gratuits mensuel restant : 5/20" and four "IMPRIMER" buttons corresponding to the experience types.

Go to the “QR Code” page, “Print” tab and print a ticket of one of the available types

# \_FUNCTIONAL TEST



Return to the pod, select an experience corresponding to the type of ticket printed and scan the QR ticket with the previously-installed QR reader laser in order to launch the experience.

SteamVR launches and has to be configured for the first time.

# FUNCTIONAL TEST

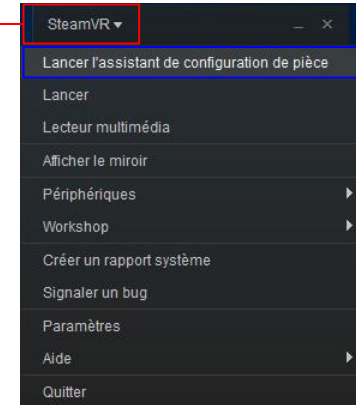
## / CONFIGURING THE GAMING AREA

In order to use the HTC VIVE headset properly, the gaming area first needs to be configured.

- Open the SteamVR window.  
(N.B. it opens on its own when an experience is launched)

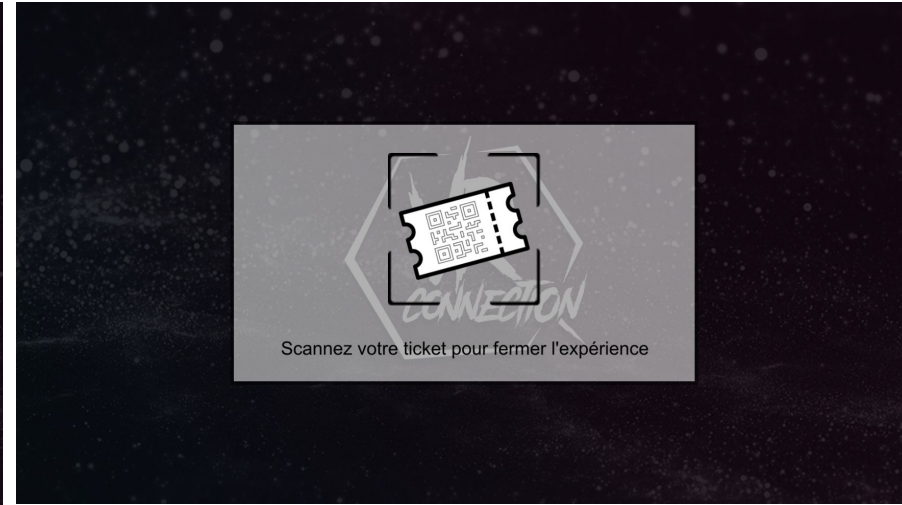


- Click on “**SteamVR** ▼” to access the menu then on “**Launch the area configuration wizard**”. (NB: This stage opens automatically if an experience is launched but the area is not configured).
- Click on “**Room**” and follow the instructions on the screen.



- Once configuration is successfully completed, the experience launches.

# \_FUNCTIONAL TEST



Once the feature is tested and validated, and if the experience has not finished, press the touchscreen above and scan the QR ticket again to close the experience.



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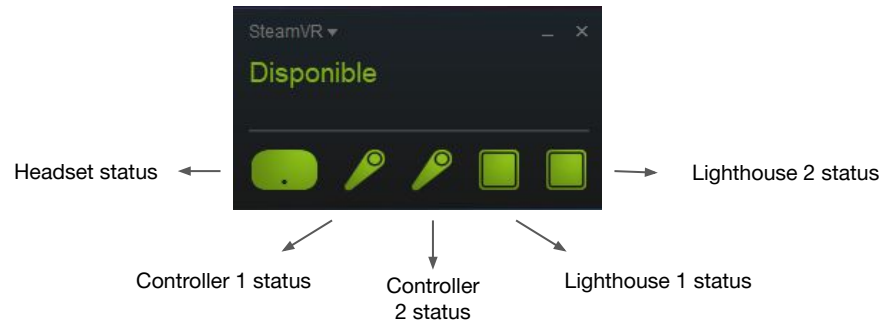
## **System troubleshooting guide**

# \_SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR - THE INTERFACE

SteamVR is the intermediate software between the pod and the HTC Vive which is responsible for operation of the VR headset. It is therefore essential for the experiences to run properly.

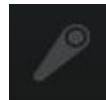
When SteamVR is open in the foreground and it does not encounter any errors, it displays the following interface with these icons:



The icons are green as shown above when the peripherals are operating correctly.



The headset is in standby



The controller is in standby or disconnected



The lighthouse is disconnected



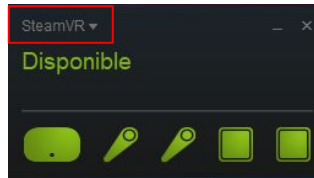
# SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR – PAIRING A CONTROLLER

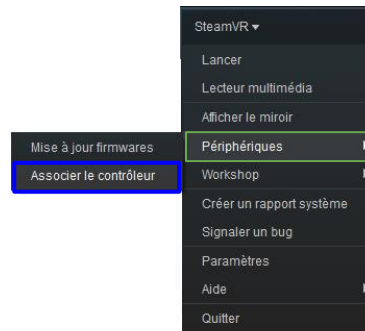


If for any reason, a controller is no longer paired to a pod or if you want to pair a new controller to the pod, follow the procedure below:

- Open the SteamVR window.



- Click on “**SteamVR** ▼” to access the menu then click on “**Périphériques**” and finally on “**Pair the controller**”.



- Follow the instructions on the screen.

# SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR - CONTROLLER DISCONNECTED

The controller has already been paired but seems to be on standby or disconnected:

When SteamVR displays this icon and an initial pairing configuration has already been carried out, this usually means that your controller is simply in standby. You just need to press the controller's ON button (central button on the top) to wake it up.



If the controller disconnects again after a few seconds or a few minutes, check that the indicator above the controller's ON button is not orange or red. If it is, charge your controller.

If your controller is charged and you have carried out the operations above correctly but the controller icon on SteamVR remains grey, you need to pair the controller to SteamVR again.

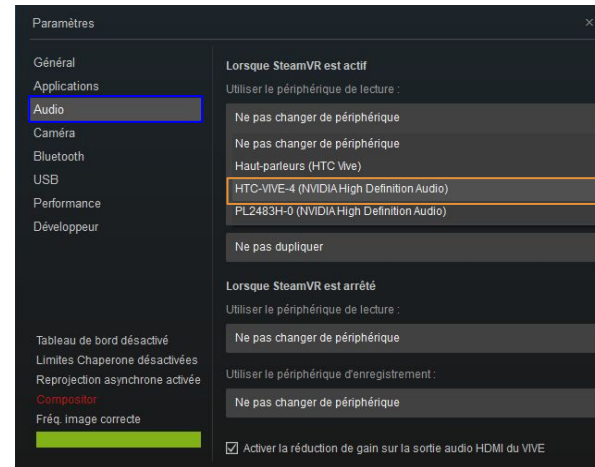
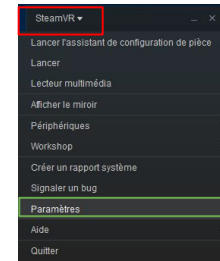
# SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR - AUDIO PROBLEM

The sound can sometimes stop coming out of the audio headset paired to the HTC Vive due to incorrect handling.

To solve this problem, the audio output on the audio headset peripheral linked to the HTC Vive via SteamVR needs to be redefined.

- Open the SteamVR window.
- Click on “**SteamVR ▼**” to access the menu then click on “**Settings**”.
- In the settings window which opens, click on “**Audio**” in the left-hand menu.
- Click on the drop-down list under “Use the playback device”.
- Click on “**HTC-VIVE-4 (NVIDIA High Definition Audio)**”.
- You can close the settings window. The sound should have returned in the headset.

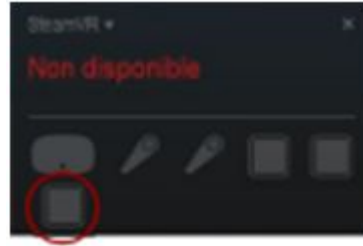


# \_SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR - 3 BASE STATIONS DISPLAYED

### Problem:

SteamVR displays 3 base stations or more. Due to poor separation of the gaming spaces, SteamVR may display 3 base station icons. This means that a 3rd base station is detected by SteamVR which may cause malfunctions in the VR.




### Solution:

- Isolate the 2 base stations for the pod in question from the other base stations.
- Ensure that the HTC Vive headset for the pod in question is not in the field of a base station belonging to another pod.
- Check that the gaming areas of several pods are not overlapping.
- Do not hesitate to reconfigure the game.





# \_SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR - UPDATING THE MICROPROGRAMS (1 / 3)

1. If you see the  icon, pass the mouse over it to check if the microprogram is no longer up-to-date.
2. Click on Update the headset microprogram. Updating the microprogram starts automatically.
3. **Warning:** Do not disconnect any cables from the headset, connection box or your computer at any time before the microprogram update has finished. This may lead to a microprogram error.
4. Once the update has finished, click on OK.



# \_SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR - UPDATING THE MICROPROGRAMS (2 / 3)

1. Click on “Steam VR ” > Settings > General > Install the Bluetooth pilot.
2. After installing the Bluetooth pilot, restart the computer.
3. Restart the SteamVR application.
4. Click on “Steam VR ” > Settings > Activate Bluetooth communication.
5. Proceed using one of the following methods:
  - Click on “Steam VR ” > Peripherals. Click on Update the microprogram, then select the base stations.
  - If you see the  icon, pass the mouse over it to check if the microprogram is no longer up-to-date. If this is the case, click on Update the base station microprogram.
6. Follow the instructions on the screen to complete the process.
7. **Warning:** Do not disconnect the power cable at any time before the microprogram update has finished. This may lead to a microprogram error.

# \_SYSTEM TROUBLESHOOTING GUIDE

## / STEAM VR - UPDATING THE MICROPROGRAMS (3 / 3)

1. If you see the  icon, move the mouse over it to check if the microprogram is no longer up-to-date. If this is the case, click on  Update the controller firmware.
2. Use a micro-USB cable to connect the controllers to one of the USB ports on your computer one at a time.
3. Once the controller is detected by the SteamVR application, the microprogram update starts automatically.
4. **Warning:** Do not disconnect the micro-USB cable at any time before the microprogram update has finished. This may lead to a microprogram error.
5. Once the update has finished, click on End.

Problem	Solution 1	Solution 2	Solution 3	Solution 4
SteamVR does not start correctly	Restart the pod.	Contact VR-Connection support.		
SteamVR displays <b>Unavailable</b> . Message: <b>Compositor is not launched</b> .	Click on the <b>Launch Compositor</b> button.	Restart SteamVR.	Restart the pod.	Contact VR-Connection support.
SteamVR displays <b>Unavailable</b> . Message: <b>Headset tracking non-operational</b>	Ensure that the headset is in the lighthouse detection zone.	Restart SteamVR.	Restart the pod.	Contact VR-Connection support.
SteamVR displays a pop-up: <b>Failed to launch the game (the game is already launched)</b>	Manually close the experience running.	Restart the pod.	Contact VR-Connection support.	





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**After-Sales process**

## **Before starting, please refer to the maintenance contract.**

The maintenance process is defined on 3 levels:

- LEVEL 1: This covers all the problems which can be solved by reading the documentation on [the VRC online guide](https://vr-connection.zendesk.com) (vr-connection.zendesk.com).
- LEVEL 2: If the problem cannot be solved using the documentation, [creating a support ticket](#) will enable VR-Connection to examine the problem more thoroughly. A ticket must be sent to our support team, together with photos and descriptions, using the “Create a request” button in the online guide.
- LEVEL 3: according to the seriousness of the problem (minor, major, critical) VR-Connection has a contractual commitment with regard to the time to restore to service.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE

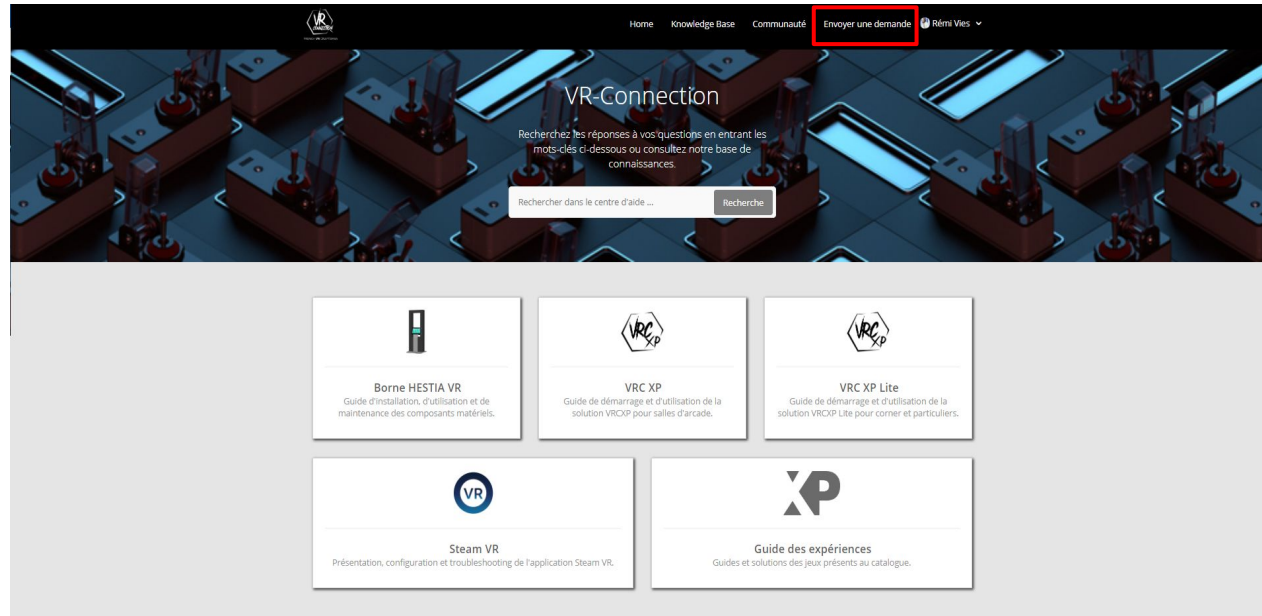
The VRC online guide is a website grouping all the documentation necessary for installation, operation and troubleshooting the **VRCXP Lite** and **HESTIA VR** systems.

Available at <http://vr-connection.zendesk.com>, this website has two parts:

- The written guides available in the form of articles.
- A support ticketing system to contact an agent in charge of problem-solving.

# AFTER-SALES PROCESS

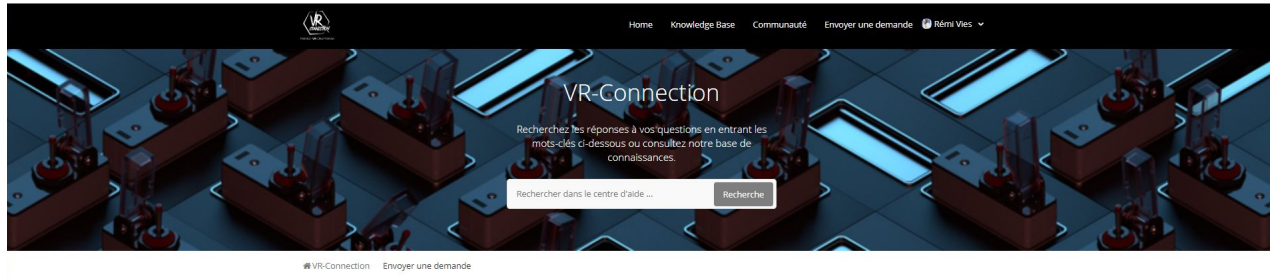
## / VRC ONLINE GUIDE



Support website home page. A user (end customer or Ymagis agent) can consult the existing documentation by clicking on one of the icons, or submit a *support ticket* by clicking on “**send a request**”.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE



### Envoyer une demande

Sujet\*

Description\*

Veuillez saisir les détails de votre demande. Un membre de notre équipe d'assistance répondra dans les plus brefs délais.

Pièces jointes

ou faites glisser les fichiers ici

The “**send a request**” page with the fields to fill in and the possibility to add an attachment (photo, screenshot, long text, etc.).

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE



# VR-Connection Envoyer une demande

### Envoyer une demande

Sujet \*

Articles suggérés

- HTC Vive - Problème Audio
- SteamVR - Autres Problèmes
- Expériences - Liste des problèmes possibles
- SteamVR - Mon aire de jeu est mal ou pas du tout configurée
- HTC Vive - La led du casque est rouge
- ROVR - Mon joueur n'avance pas ou presque pas
- Steam VR - Une station de base est déconnectée
- SteamVR - 3 Stations de base ou plus sont affichées
- SteamVR - Un contrôleur est déconnecté ou en veille
- Conditions d'Utilisation

Description \*

When the subject is entered, potential articles available on the website are automatically suggested to the user to help them upstream with solving the problem.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE

VR-Connection Envoyer une demande

### Envoyer une demande

Sujet\*

Problème dans une expérience

Articles suggérés

- Expériences - Liste des problèmes possibles
- HTC Vive - Problème Audio
- SteamVR - Autres Problèmes
- ROVR - Mon joueur n'avance pas ou presque pas
- Lexique technique
- HTC Vive - La led du casque est rouge
- SteamVR - 3 Stations de base ou plus sont affichées
- Conditions d'Utilisation

Description\*

L'expérience "X" ne se lance pas au passage du ticket QR

Envoyez saisir les détails de votre demande. Un membre de notre équipe d'assistance répondra dans les plus brefs délais.

Pièces jointes

ou faites glisser les fichiers ici

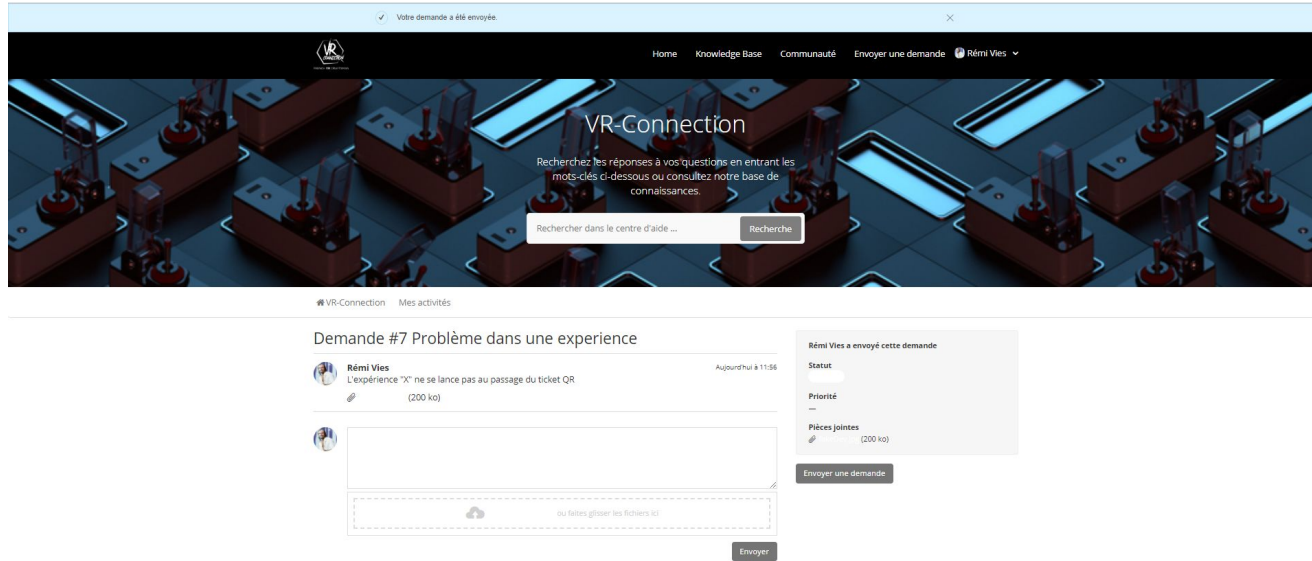
@foxeDev.jpg x

Envoyer

Creation of the request, **description of the problem** in detail and possible addition of **attachments**.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE



The screenshot displays the VR-Connection online helpdesk interface. At the top, a notification bar indicates "Votre demande a été envoyée" (Your request has been sent). The main header includes navigation links for Home, Knowledge Base, Communauté, Envoyer une demande, and Rémi Vies. The central banner features the VR-Connection logo and a search prompt: "Recherchez les réponses à vos questions en entrant les mots-clés ci-dessous ou consultez notre base de connaissances." Below this is a search input field with a "Recherche" button. The main content area shows a request titled "Demande #7 Problème dans une experience" by Rémi Vies, dated "Aujourd'hui à 11:56". The request text reads: "L'expérience 'X' ne se lance pas au passage du ticket QR" (200 ko). There is a large empty text area for additional details and a dashed box for attachments with the text "ou faites glisser les fichiers ici". A "Rechercher" button is visible at the bottom right of the form area. On the right side, a sidebar shows the request status as "Rémi Vies a envoyé cette demande" and includes fields for "Statut", "Priorité", and "Pièces jointes (200 ko)", along with an "Envoyer une demande" button.

Validation of submission of the request. At this stage it is still possible to add text or attachments to help clarify the problem in question.



# AFTER-SALES PROCESS

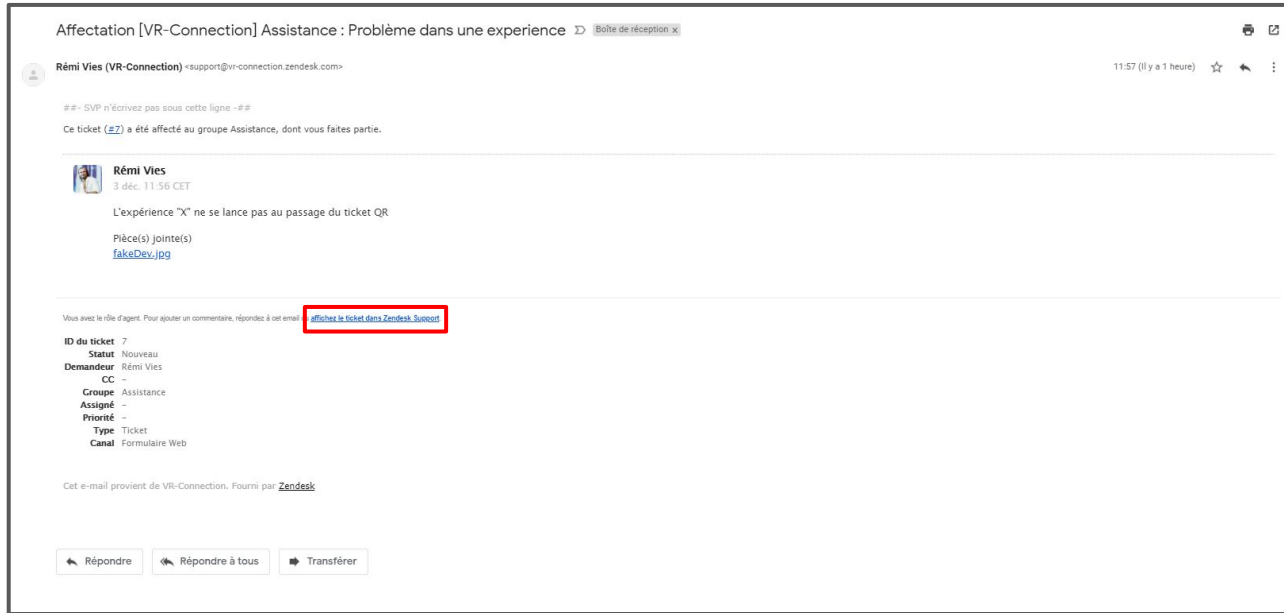
## / VRC ONLINE GUIDE



An e-mail is automatically sent to the user to summarise their request and confirm its submission.

# AFTER-SALES PROCESS

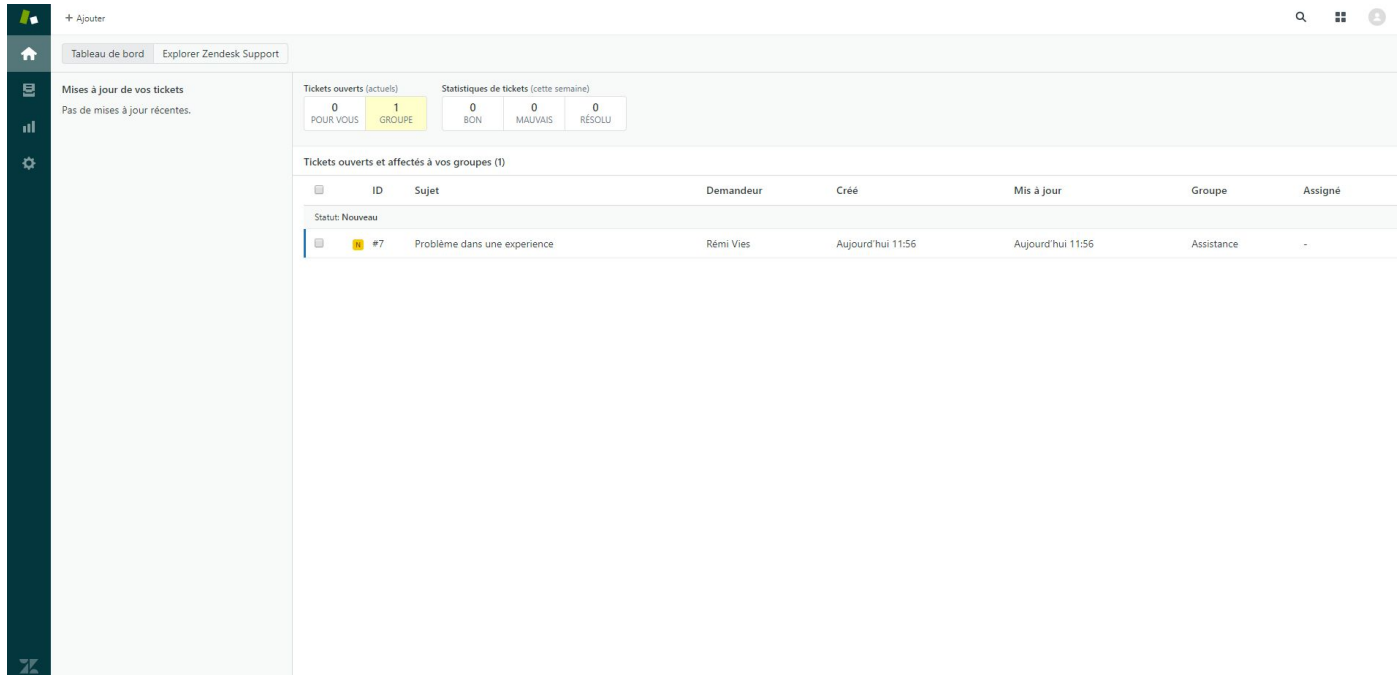
## / VRC ONLINE GUIDE



An e-mail is also sent to all the agents responsible for these customers (here the Ymagis agents for Ymagis customers). You will never receive tickets from customers who you do not manage. As an agent, click on “display the ticket in Zendesk Support”

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE



The screenshot displays the Zendesk Support administrator interface. On the left is a dark sidebar with navigation icons. The main content area is titled 'Tableau de bord' and 'Explorer Zendesk Support'. It features a 'Mises à jour de vos tickets' section with the message 'Pas de mises à jour récentes.' Below this is a 'Statistiques de tickets (cette semaine)' section with five cards: '0 POUR VOUS', '1 GROUPE', '0 BON', '0 MAUVAIS', and '0 RÉSOLU'. The main part of the interface is a table titled 'Tickets ouverts et affectés à vos groupes (1)'. The table has columns for ID, Sujet, Demandeur, Créé, Mis à jour, Groupe, and Assigné. A single ticket is listed with ID '#7', Sujet 'Problème dans une experience', Demandeur 'Rémi Vies', Créé 'Aujourd'hui 11:56', Mis à jour 'Aujourd'hui 11:56', Groupe 'Assistance', and Assigné '-'. The status of the ticket is 'Statut: Nouveau'.

By clicking on the link mentioned in the previous slide as an agent, you come to the administrator support interface. Here you can consult the different tickets, assign them to different agents or answer the customer yourself. By clicking on the ticket, you enter the ticket interface.

# AFTER-SALES PROCESS

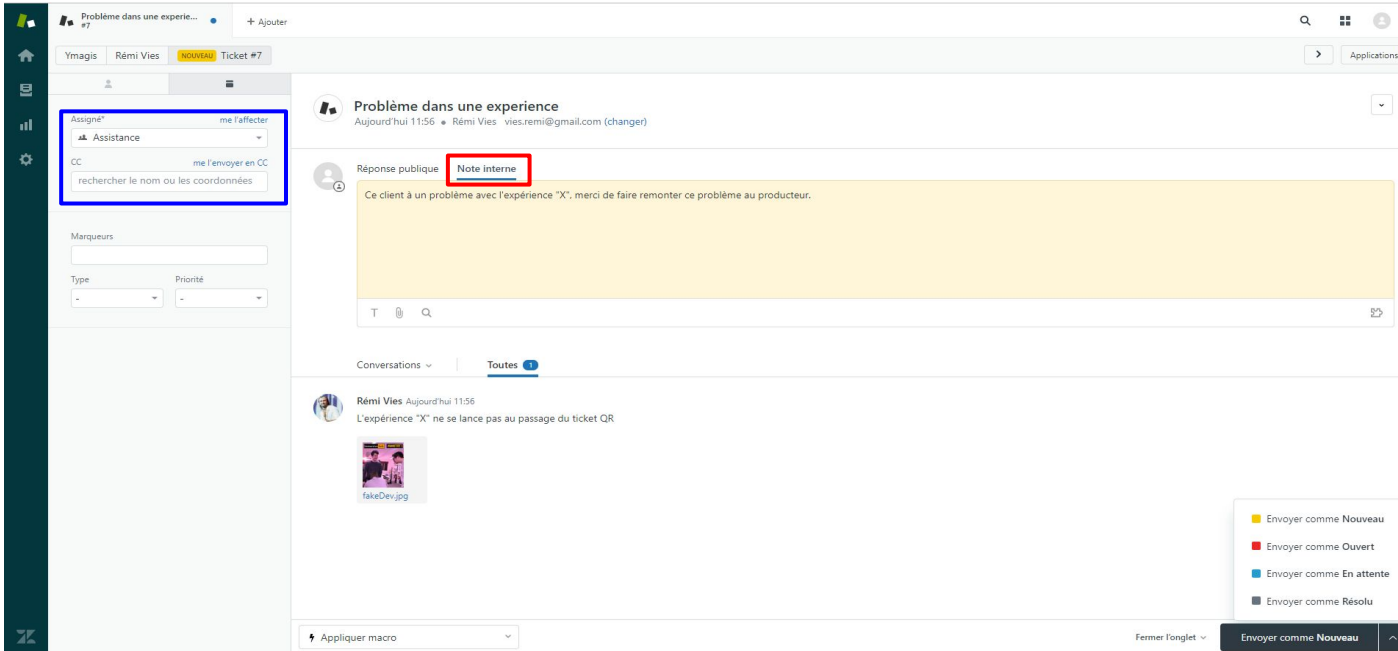
## / VRC ONLINE GUIDE

The screenshot displays a ticket management interface. On the left, a sidebar contains navigation icons and a search bar. The main area shows a ticket titled "Problème dans une expérience" (Problem in an experience) with a status of "Nouveau" (New) and ticket number "#7". The ticket is assigned to "Assistance". A public response is visible, stating: "Bonjour Rémi. Votre demande a bien été prise en compte, nous reviendrons vers vous dans les plus brefs délais. Bonne journée." Below the response, there is a section for "Conversations" with a "Toutes" button. A user named "Rémi Vies" has added an attachment named "fakeDev.jpg". At the bottom right, a dropdown menu allows changing the ticket status to "Nouveau", "Ouvert", "En attente", or "Résolu".

The ticket interface enables you to consult the attachments, answer the customer, assign the ticket to another agent (or yourself), and change the ticket status.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE



The ticket interface also enables you to draft an **internal memo** to inform the other agents of progress or specific information which another agent may have. Internal memos and **assignment** are also used to by the Ymagis agent to send the ticket to VR-Connection.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE

[VR-Connection] Sujet : Problème dans une expérience Boîte de réception x



**Remi Vies (VR-Connection)** <support@vr-connection.zendesk.com>  
À moi ↕

13:38 (il y a 7 minutes) ☆ ↶ ⋮

##- SVP n'écrivez pas sous cette ligne -##

Votre demande (7) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet e-mail.



**Remi Vies (VR-Connection)**

3 déc. 13:38 CET

Bonjour Rémi,

Nous avons bien pris en compte votre demande et vous répondront dans les meilleurs délais,

Cordialement,



**Rémi Vies**

3 déc. 11:56 CET

L'expérience "X" ne se lance pas au passage du ticket QR

Pièce(s) jointe(s)

[fakeDev.jpg](#)

1

Cet e-mail provient de VR-Connection. Fourni par [Zendesk](#)

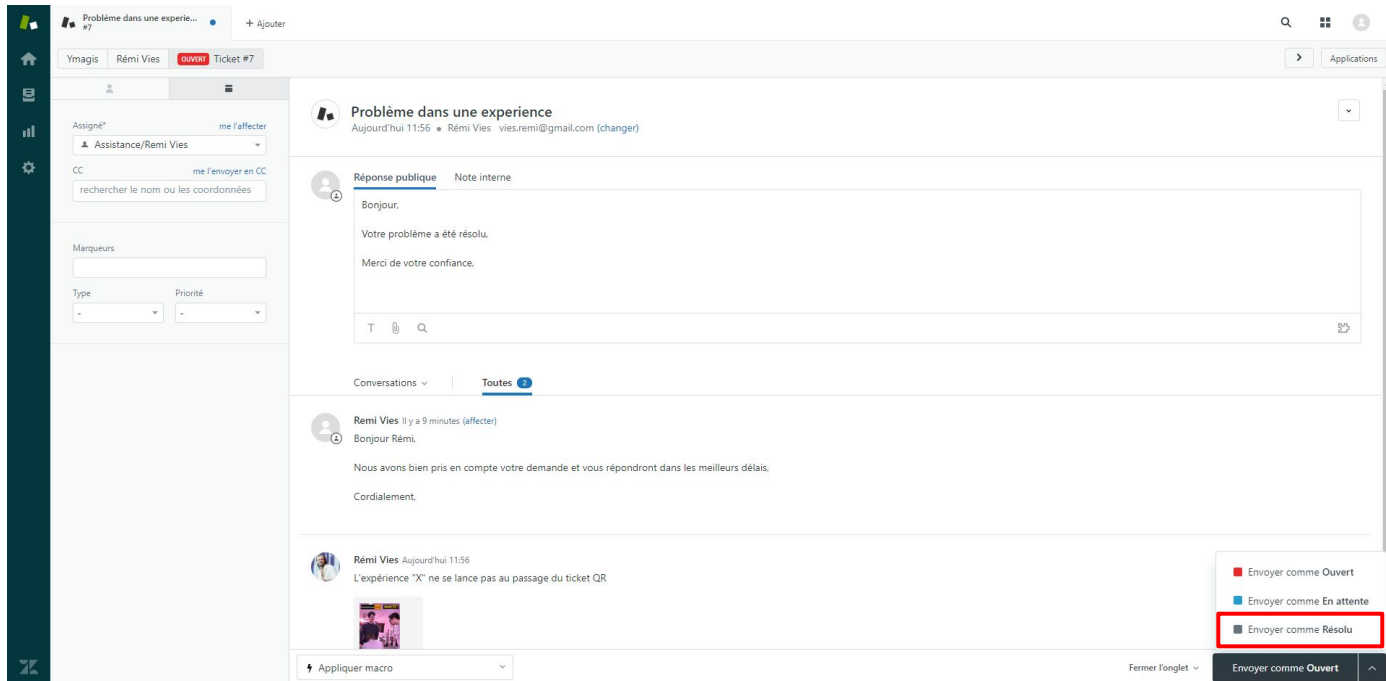
↶ Répondre

➡ Transférer

The end customer is informed by e-mail of each response from support. The end customer can also answer this e-mail directly to continue discussing the issue with the agents.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE



The screenshot displays a customer service ticket interface. The ticket title is "Problème dans une expérience" (Problem in an experience) and it is currently marked as "Ouvert" (Open). The ticket is assigned to "Assistance/Rémi Vies".

The main content area shows a public response from the agent Rémi Vies, dated today at 11:56. The response reads: "Bonjour, Votre problème a été résolu. Merci de votre confiance." (Hello, Your problem has been solved. Thank you for your confidence.)

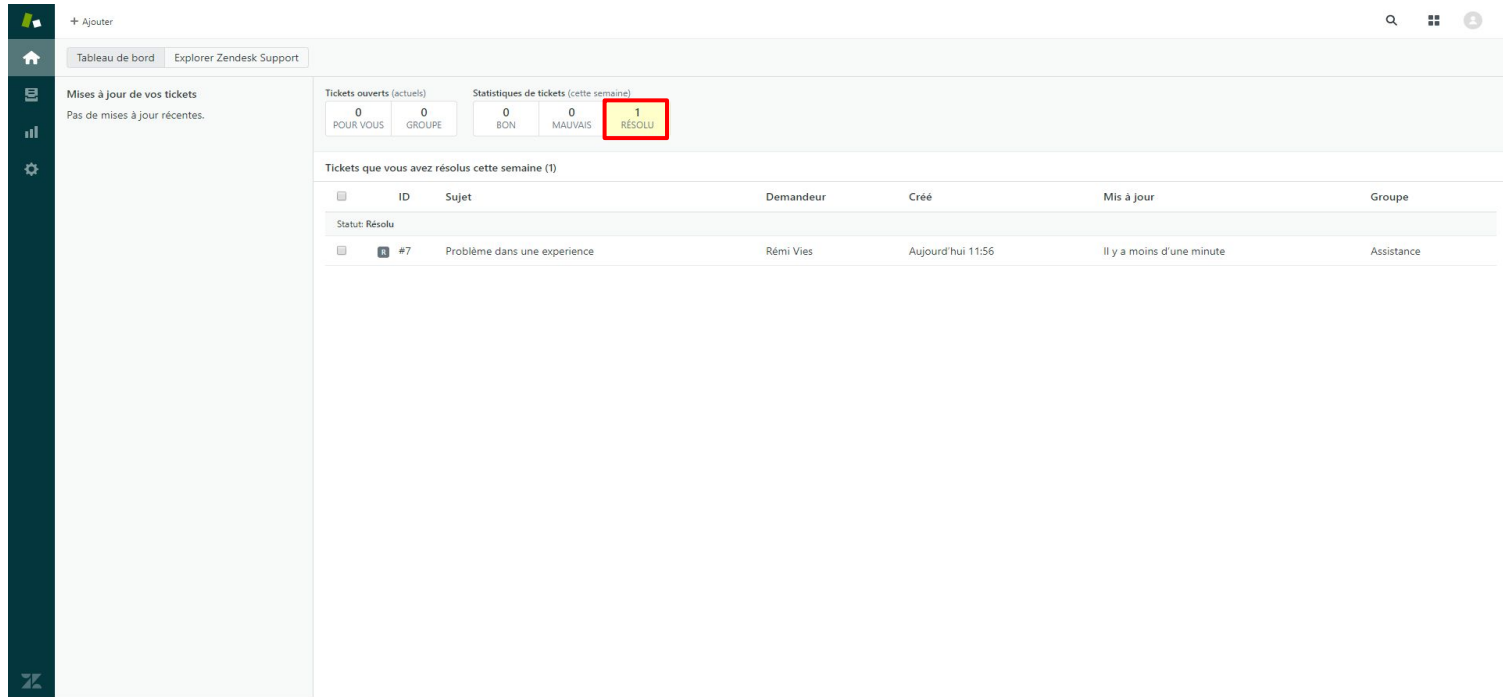
Below the response, there is a section for "Conversations" with a "Toutes" (All) filter. A message from Rémi Vies is shown, dated today at 11:56, stating: "L'expérience 'X' ne se lance pas au passage du ticket QR." (The experience 'X' does not launch when the QR ticket is passed.)

At the bottom right of the interface, a dropdown menu is open, showing three options: "Envoyer comme Ouvert" (Send as Open), "Envoyer comme En attente" (Send as Pending), and "Envoyer comme Résolu" (Send as Solved). The "Envoyer comme Résolu" option is highlighted with a red border, indicating the final step in the process.

Finally, when a solution is found, the agent writes a note to the customer and clicks on “**send as solved**” in order to archive the ticket. N.B. There may be several messages back and forth between the customer and the agent before closing the ticket, in particular if more information needs to be gathered.

# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE



The screenshot displays the Zendesk Support dashboard. On the left, there is a sidebar with navigation icons. The main content area is titled "Tableau de bord" and "Explorer Zendesk Support". It features a section for "Mises à jour de vos tickets" (Updates to your tickets) with the message "Pas de mises à jour récentes." (No recent updates). Below this, there are two summary cards: "Tickets ouverts (actuels)" (Open tickets (current)) and "Statistiques de tickets (cette semaine)" (Ticket statistics (this week)). The statistics card shows: 0 POUR VOUS, 0 GROUPE, 0 BON, 0 MAUVAIS, and 1 RÉSOLU (highlighted with a red box). Below the statistics, there is a table titled "Tickets que vous avez résolus cette semaine (1)" (Tickets you resolved this week (1)). The table has columns for ID, Sujet, Demandeur, Créé, Mis à jour, and Groupe. The status is "Résolu". The table contains one entry: ID #7, Sujet "Problème dans une expérience", Demandeur "Rémi Vies", Créé "Aujourd'hui 11:56", Mis à jour "Il y a moins d'une minute", and Groupe "Assistance".


ID	Sujet	Demandeur	Créé	Mis à jour	Groupe
#7	Problème dans une expérience	Rémi Vies	Aujourd'hui 11:56	Il y a moins d'une minute	Assistance

The ticket is then archived in the “solved” ticket category. It remains consultable, but no changes can be made to it.




# AFTER-SALES PROCESS

## / VRC ONLINE GUIDE

 **Remi Vies (VR-Connection)** <support@vr-connection.zendesk.com>  
À moi ▾ 13:48 (Il y a 49 minutes) ☆ ↶ ⋮

##- SVP n'écoutez pas sous cette ligne -##


Votre demande (7) a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à cet e-mail.

 **Remi Vies (VR-Connection)**  
3 déc. 13:48 CET

Bonjour,

Votre problème a été résolu,

Merci de votre confiance,


 **Remi Vies (VR-Connection)**  
3 déc. 13:38 CET

Bonjour Rémi,

Nous avons bien pris en compte votre demande et vous répondront dans les meilleurs délais,

Cordialement,

---

 **Rémi Vies**  
3 déc. 11:56 CET

L'expérience "X" ne se lance pas au passage du ticket QR

Pièce(s) jointe(s)  
[fakeDev.jpg](#)

1

...

The end customer is informed again by e-mail of the solution to their problem. They can answer again to report that the problem is not solved if necessary.