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1 CP Portal

1.1 Introduction

Webinar: https://attendee.gotowebinar.com/recording/4034048080078479619

The CP portal = the customer at the heart of digital data

What if you had access to important information and documents at all times? Anywhere? On any device?

We would like to offer our customers a new and additional way of gathering information and collaborating. Our goal is to provide you with intelligent data and support you in fulfilling your tasks.

You need a spare part? You would like to search with your order or article number? Are you looking for the latest documentation for your products? Would you like to identify a spare part on the basis of a drawing?

This was our incentive to develop the CP portal for our customers! Since 1994 we have provided you with all spare and wear parts for CP components as well as all available electronic documents.

We would like to show you what the CP portal has to offer in a 30-minute online meeting. We will then be happy to answer your questions.

Further information can be found here: http://www.claudiuspeters.com/en-GB/5111/welcome-to-the-claudius-peters-portal
1.2 Getting Started

Webinar: [https://attendee.gotowebinar.com/recording/9198900602906382337](https://attendee.gotowebinar.com/recording/9198900602906382337)

All beginnings are difficult - but not in the CP Portal

The CP Portal was developed as an idea for a simple online spare parts catalogue for customer access. In the meantime, this program has rather become a platform that links the information of several resources with each other and presents them optically attractive. It has thus become a tool that can also make daily work easier internally.

In the first webinar general information about the menu band, the navigation and the user interface of the CP portal will be given. Where can personal settings be changed and where are certain documents stored?
1.3 ME Catalog

Webinar: https://attendee.gotowebinar.com/recording/3566321336623866881

Orders in the ME catalogue

The delivery items and assemblies of an order are displayed in the so-called ME catalogs. After selecting a specific catalog, a first overview of the scope of the order is displayed. In this webinar, the further display areas, selection options and functions which result in the ME catalogue are explained.

Included among other things here:
- Structure (navigation, content view, detail area)
- order information
- data export
Webinar: [https://attendee.gotowebinar.com/recording/4498511483908174849](https://attendee.gotowebinar.com/recording/4498511483908174849)

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Orders in the GA catalogue

One wish that was expressed right at the beginning of the considerations for the online spare parts catalogue was the introduction to assemblies on the basis of system drawings. With the GA catalogue, it is possible to obtain information on technical plant drawings (general arrangements), either for the entire plant or for individual areas, and to access the catalogue further.

Included among other things here:
- Structure (navigation, content view, detail area)
- document creation
- Link to ME catalogue
1.5 Documents

Webinar: https://attendee.gotowebinar.com/recording/4220454888848282625

All documents in one place

CP Portal offers users a download area with current documents in the Documents menu. These can be order-related or general.

The CP Portal can therefore already be used during the project phase as a supporting platform for communication with the customer. The structure of the document structure is freely selectable.
1.6 Further Functions

1.6.1 Shopping Cart

Webinar: https://attendee.gotowebinar.com/recording/6686456060298714625

All purchases in shopping cart

In addition to its function as a source of information, the CP Portal also serves as a web shop. This makes it possible to request individual parts or complete assemblies or even order them directly.

It is also possible to send a service request, for example for a single dosing roller. It is also possible to send files such as photos or your own documents with the request and to save a specific shopping basket.

Included among other things here:
- Shopping cart (create, add, edit)
- order
- Service-Request / Inquiry
1.6.2 Search

Webinar: https://attendee.gotowebinar.com/recording/981620188373640193

Search and Find

The CP Portal is one big search engine. The data in the catalogues are collected and processed from various sources. Therefore, the search is an extremely important function to reach the goal quickly and easily. The various search functions are explained in this webinar.

Included among other things here:
- General search
- quick search
- Search across multiple catalogs
1.6.3 Favorites

**Webinar:** [https://attendee.gotowebinar.com/recording/425834652718919169](https://attendee.gotowebinar.com/recording/425834652718919169)

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**Stars for orientation**

The Favorites menu serves as DeepL access for individual parts, assemblies or complete systems. Recurring parts can be stored here in order to avoid frequent searches. It also makes sense to store catalogs that are processed more frequently as favorites.

Included here among other things:
- Add to favorites
- favorites overview
1.6.4 QR Code

Work more easily with QR codes

The new QR code function enables a digital connection to the CP portal quickly and easily. In Claudius Peters’ VR shows or on local signs, QR codes are available digitally or analogously to open a specific part directly in the CP portal. The associated COS position in the CP portal is opened by click or scan.

Included here, among other things:
- Functionality
- Integration of the CP Portal
- General Information

Webinar: https://attendee.gotowebinar.com/recording/8421553578650431745
2  Smart Solutions

2.1  CP Smart Connect

Webinar:  https://attendee.gotowebinar.com/recording/8963590820910791425

Always be in touch with CP Smart Connect:

Efficient collaboration, high productivity and availability - all in all a modern solution for service structure and communication. CP Smart Connect delivers all this. Daily work and processes are noticeably improved and simplified.

CP Smart Connect is a service portal with which the customer is closely networked with Claudius Peters. It digitizes and structures service processes in order to support the customer in his daily questions. CP Smart Connect can be networked at any time and at any place.

For further information, please send a message to the following address: customer.support@claudiuspeters.com
2.2 CP Smart Device

Webinar: https://attendee.gotowebinar.com/recording/3103866745980931587

Making plants "smart":

CP Smart Device is a digital monitoring device that visualises measured values in an understandable way. Machine data can be evaluated better, machine states can be recognized more easily: a digital basis for predictive maintenance accompanies you in your daily work.

CP Smart Device can provide mobile access to all machine data from any location.
2.3 CP Intouch

Webinar: https://attendee.gotowebinar.com/recording/6210989849053062401

Always an expert by your side:

CP Intouch optimizes the problem solving process. CP Intouch can help you quickly with any questions you may have. Customers can describe their problem with a message and an employee will get back to you as soon as possible. CP experts can provide optimum help at any time via remote access, remote maintenance and online meetings.

Open questions and problems can be dealt with quickly and easily by CP INTOUCH.
Configuration of individual process plants:

Nowadays, individuality is more and more in demand. We respond with CP Smart Engineering and meet individual customer requirements. The speed and high quality of Claudius Peters is maintained. CP Smart Engineering works with an integrated data model that offers many advantages.

Find out more in the Simpleshow.
3 Product Trainings

3.1 Silo
3.2 Cooler
3.3 Gypsum
Immediate online access to all your key project information with the Claudius Peters Portal

Browser-based and featuring an intuitive user interface accessible on any device, the Claudius Peters Portal has been designed to take the headache out of troubleshooting, part identification and ordering by linking information from a range of categories and classifications into one simple system, thereby eliminating problems traditionally associated with the size and complexity of technical documents.

Quick, easy and secure.

- Accessible via smartphone, tablet or PC
- Highest quality documentation available online
- Full overview of required information during planning, assembly, commissioning and operation and maintenance
- Online part identification and ordering
- Quick response times
- All project information available only a few clicks away

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