

Incident management

CloudStore procedure / ChangeWeb
05-11-2018

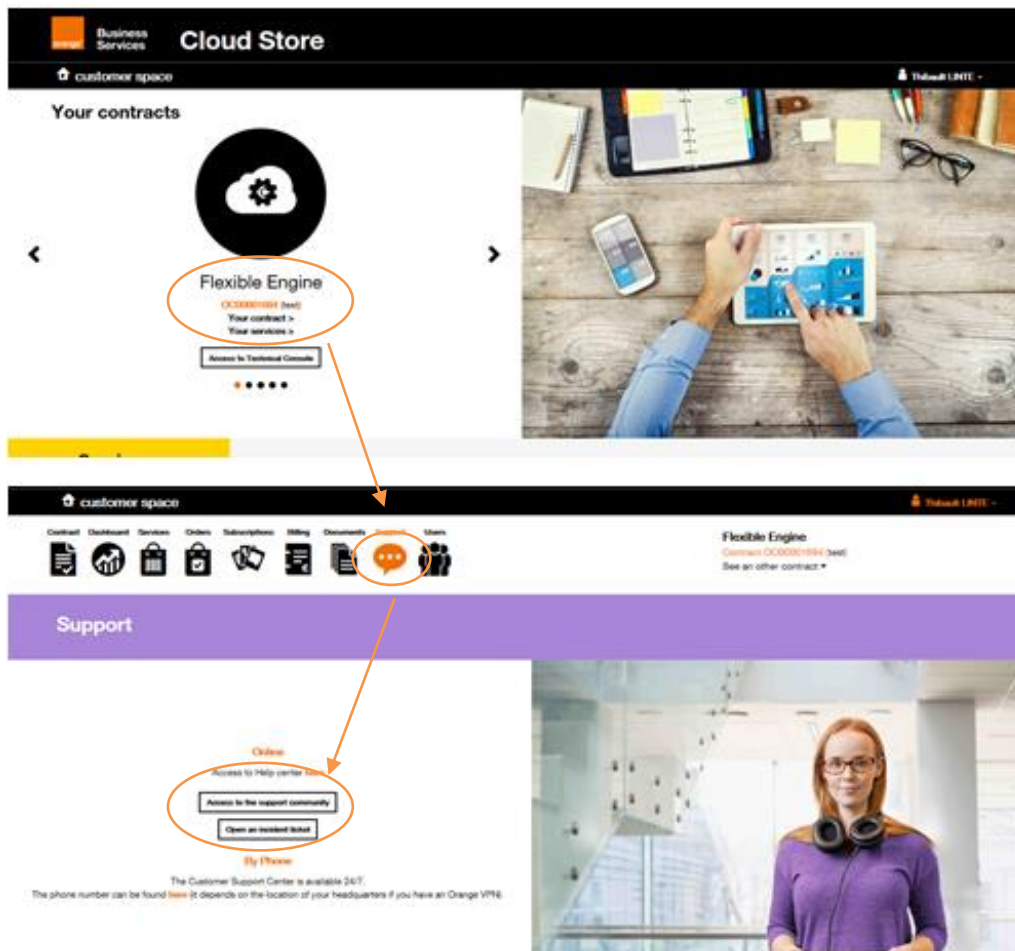
Introduction

This procedure is intended to guide you in opening your incident tickets from your customer portal.

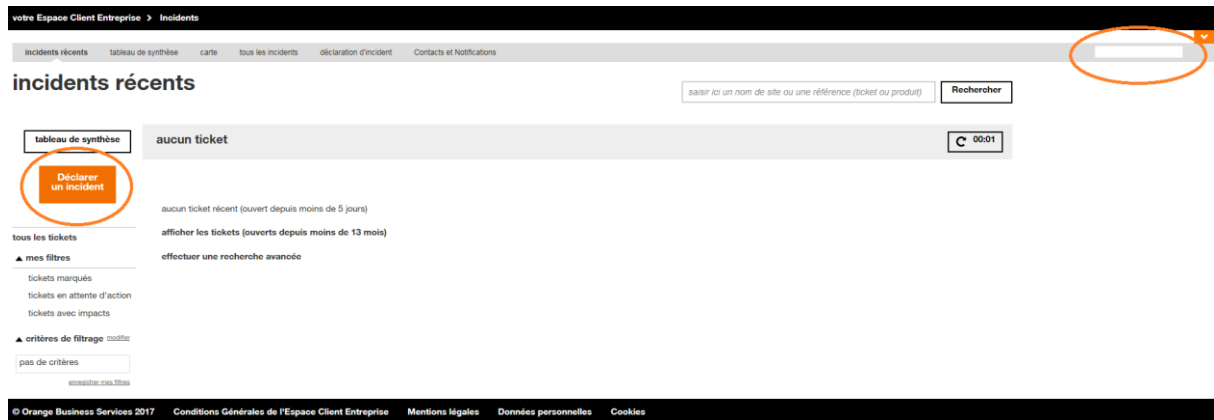
This document will allow you to evolve within the Orange tools in an easy way to attract attention and solve a problem you have encountered.

Request a change

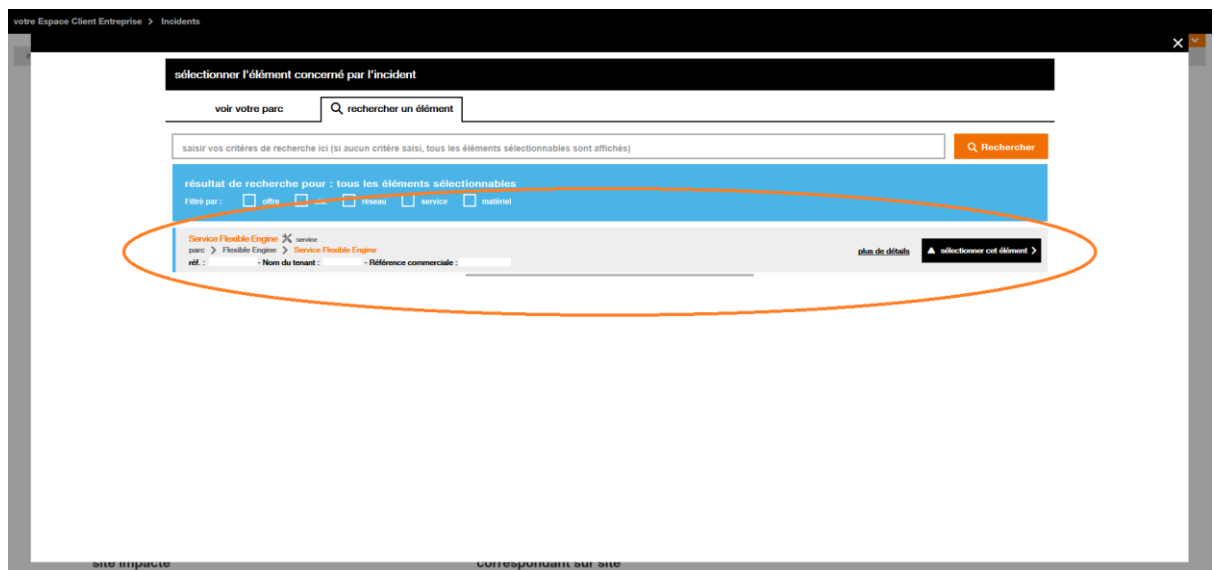
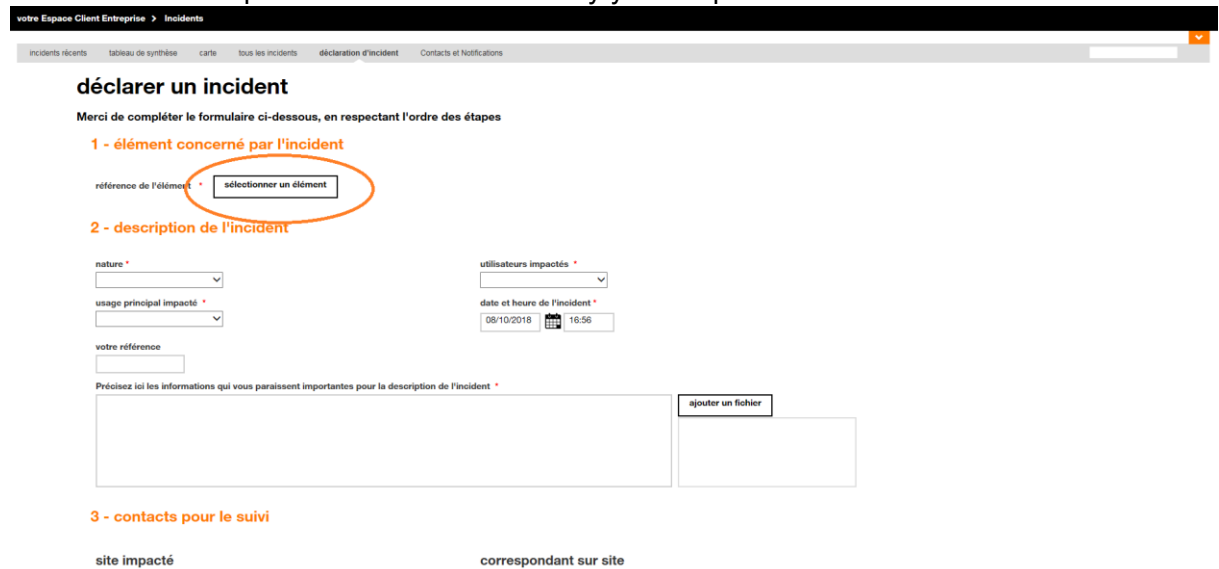
1. Open your Cloudstore and login.
2. Select your Flexible Engine contract, go to "support" and click on "Open an incident ticket".



3. Open your ticket by selecting “report an incident”
 IMPORTANT: make sure that you are on the right perimeter for your concern.



4. Select the park element concerned by your request



5. Fill in the blank in incident's description in order to guide our team in the support of your solution.

NB : You have access to a reporting space that allows you to provide us with as much information as you deem necessary to resolve your incident.

Incidents récents | tableau de synthèse | carte | tous les incidents | déclaration d'incident | Contacts et Notifications

voire Espace Client Entreprise > Incidents

déclarer un incident

Merci de compléter le formulaire ci-dessous, en respectant l'ordre des étapes

1 - élément concerné par l'incident

référence de l'élément * - Service Flexible Engine

2 - description de l'incident

Région

nature *

usage principal impacté *

utilisateurs impactés *

date et heure de l'incident * 08/10/2018 16:56

votre référence

Précisez ici les informations qui vous paraissent importantes pour la description de l'incident *

3 - contacts pour le suivi

6. Make sure that the contact information is correct and confirm your request.

votre référence

Précisez ici les informations qui vous paraissent importantes pour la description de l'incident *

3 - contacts pour le suivi

interlocuteur pour l'incident ⓘ

contact(s) à notifier ⓘ

avertir par mail sms en français anglais

Note: After a while, your ticket will appear on your current incident report list and you will be able to see the evolution of your ticket from your space.