Flexible Engine

Managing changes
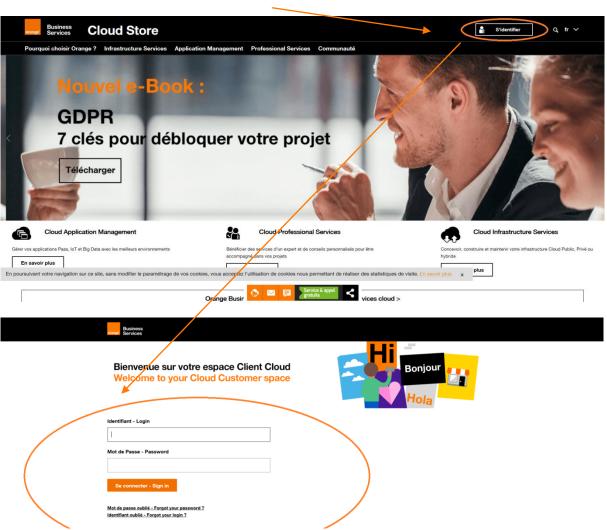
CloudStore Procedure / ChangeWeb
05-10-2018

Introduction

This procedure is intended to guide you in opening your change request tickets from your customer portal.
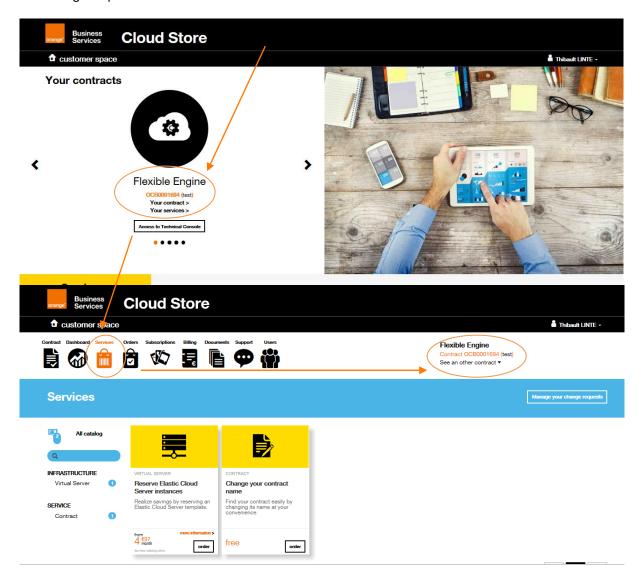
This document will allow you to evolve within the Orange tools in an easy way so in order to make your Flexible Engine Solution answer to your needs at its best

Request a change
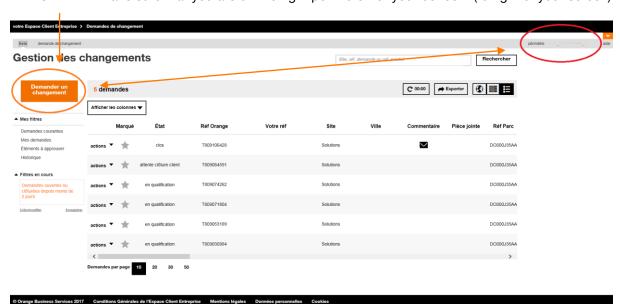
1. Open your Cloudstore and log in

2. Select your Flexible Engine contract, go to your "services" and click on "manage your change requests".
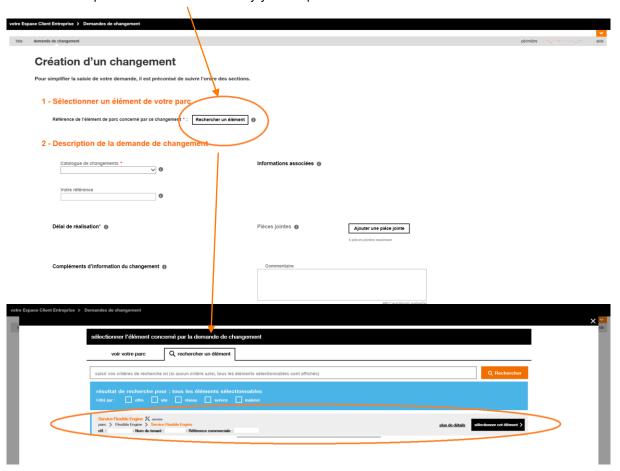

3. Open your ticket by selecting "Request a Change

IMPORTANT: make sure that you are on the right perimeter for your concern (to right of your screen)

4. Select the park element concerned by your request

5. All available catalogues for this item are now displayed in the drop-down list located under "change catalogue".
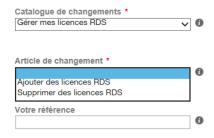6. Select the change catalog, then the article that corresponds to your request

NB: your choices and the "description of the change request" part may change according to the catalogue and the article chosen. In some cases, you will be asked to provide details.

7. Once you have selected the catalogue of your choice, you will be able to choose the category/items that concern your request

2 - Description de la demande de changement

Catalogue de changements *
Gérer mes licences RDS

Article de changement *
Ajouter des licences RDS
Supprimer des licences RDS

Votre référence

8. As a Flexible Engine customer, you will have immediate access to the "Standard Change Catalogue".

This catalogue allows you to modify your quotas as well as to report other change requests.

For more details on the quota change, please refer to the documentation on quota changes.

For other change request, please select the necessary categories/articles and then validate your request by indicating in comments as precisely as possible the details of your request.

Note: After a few moments, your ticket will appear on your current change request list and you can see the evolution of your ticket from your space.