

Customer space

Incident Declaration

2021

Introduction

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

Declare an incident

1. Login to your Cloud Customer Space

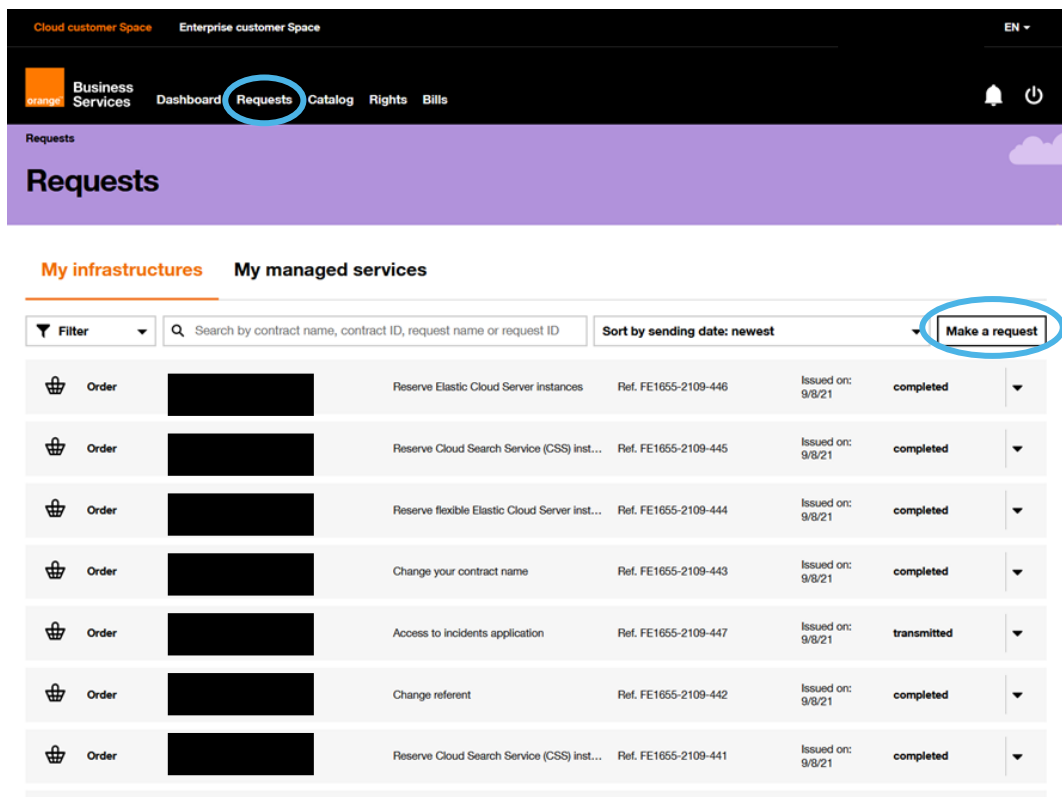
The first screenshot shows the top navigation bar of the Orange Business Services website. The user icon in the top right corner is circled in blue. An arrow points from this icon to the second screenshot.

The second screenshot shows the 'Welcome to your Cloud' page. Under the 'Please identify yourself' section, the 'Enter your login' field is circled in blue. An arrow points from this field to the third screenshot.

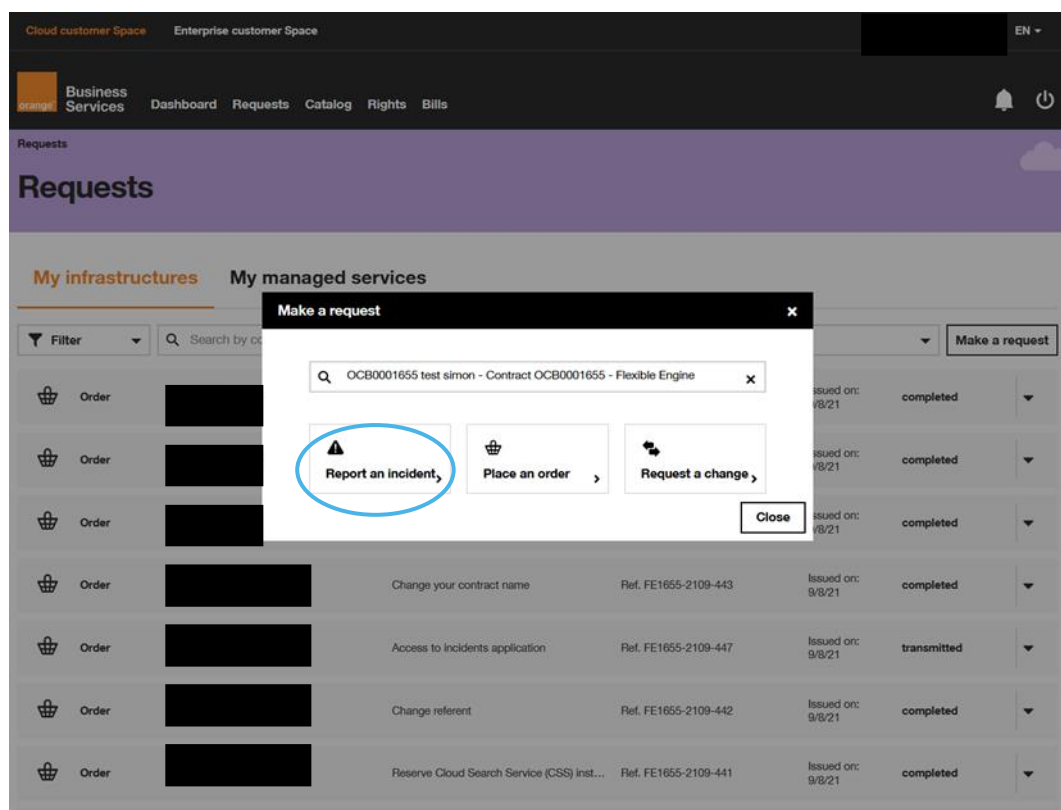
The third screenshot shows the 'Please identify yourself' page. Under the 'Enter your password' section, the 'Password' field is circled in blue.

2. Go to the Requests page and click on the "Make a request" button.

To access the page, you must have at least have the Visitor profile on this section (to understand your rights, refer to the chapter “Rights” in the Cloud Customer Space [User Guide](#)).



You must then fill in the contract concerned and select the type of request (Report an incident):



3. Open your ticket by selecting “report an incident” and click on “Search”.

Espace Client Enterprise

Business Services Incident helpdesk All incidents **Report an incident** Preferences

Report an incident in just a few minutes

1 Service 2 Description 3 Notifications

Search for the impacted service, using the most convenient mode:

Guided Mode
Report an incident step by step

Let me guide

Search mode
Input site, phone number reference, etc.

Search

4. Search by “contract number” or “service concerned”, then select the service element concerned by your request.

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Business Services Incident helpdesk All incidents **Report an incident** Preferences

Report an incident in just a few minutes

1 Service 2 Description 3 Notifications

Search for the impacted service:

What? Where?

Phone number, reference, etc. Postcode, city, etc. Search

Filter

Offers

All

1 results:

Flexible Engine Flexible Engine Service

H-FE-DIRECTION CLOUD FOR BUSINESS-OCB00 Internal Ref. OCB for Q&P (SIE Process) 2 Flexible Engine area - , 75000 Paris, FR Orange Ref. D000

Select

Services 1 - 1 of 1

5. Fill in the blank in incident description in order to guide our team in supporting your solution.

NB: You have access to a dedicated reporting section that allows you to provide us with as much information as necessary in order to resolve the incident

1

...

2

...

3

ServiceDescriptionNotifications

Description of the problem

Describe your incident *

Provide details to the technician who is working on your incident

[Add file / picture](#)

Give your incident a name to find it easily *

Ex: No dialling tone on my fixed line

Specify the impact on your service *

Not disturbed
Normal use

Degraded
Non-optimal use

Significantly degraded
Limited usage

Interrupted
Cannot be used

Cancel incidentPreviousNext

Report an incident in just a few minutes

1

...

2

...

3

ServiceDescriptionNotifications

Your notification preferences

For all your incidents, you will receive notifications when:

An incident is reported or closed By default

Other processing stages i On

Technicians post a new message On

You receive your notifications by ...

☒ Email ☐ Email and text message

Phone numbers: *

+33 Ex: 6 12 34 56 78 +33

Email b

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

Informed contacts i

No contact informed.

Add contacts

Enter an email address Ok

On-site contact i

Reset all fields

Name * First name *

Phone numbers: *

+33 Ex: 6 12 34 56 78 +33

Email

Availability *

Cancel incidentPreviousSubmit

7. 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.

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Business Services Incident

Enter an email address

On-site contact

Your incident has been registered

Your incident has been sent to our team. You will be informed of progress as soon as possible. Your incident reference will appear in the Track Progress page in a few seconds.

OK

Name * Delaruelle

First name * Bertrand

Phone numbers: *

+33 Ex : 6 12 34 56 78 +33

Email

Availability *

Reset all fields

Cancel incident **Previous** **Submit**

Business Services Incident helpdesk All incidents Report an incident Preferences

All incidents

Report an incident

What ? Phone number, reference, offer, ...

Where ? Service location

Search

Filter:

Results: 5591/5591 Sort by: Opened on

In progress Ticket : 2103O41224 Opened on 30/03/2021 at 14h15 by Test

Test Flexible Engine DO000 Not disturbed Processing priority: P4

In progress Ticket : 2103O40704 Opened on 30/03/2021 at 14h01

Hello team, Can you please open a P2 ticket for this VM for L2 Sys Egypt? Symptom : time-out between vCD and VNU-EPPRMQ01 on EPP2 Normandie DEI-

Cloud Infra Platform DF00 Significantly degraded Processing priority: P2

Tip: The name you gave the ticket will allow you to easily search for it a later time.