

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 image illustrates the login process for the Orange Business Services customer space. It consists of three sequential screenshots:

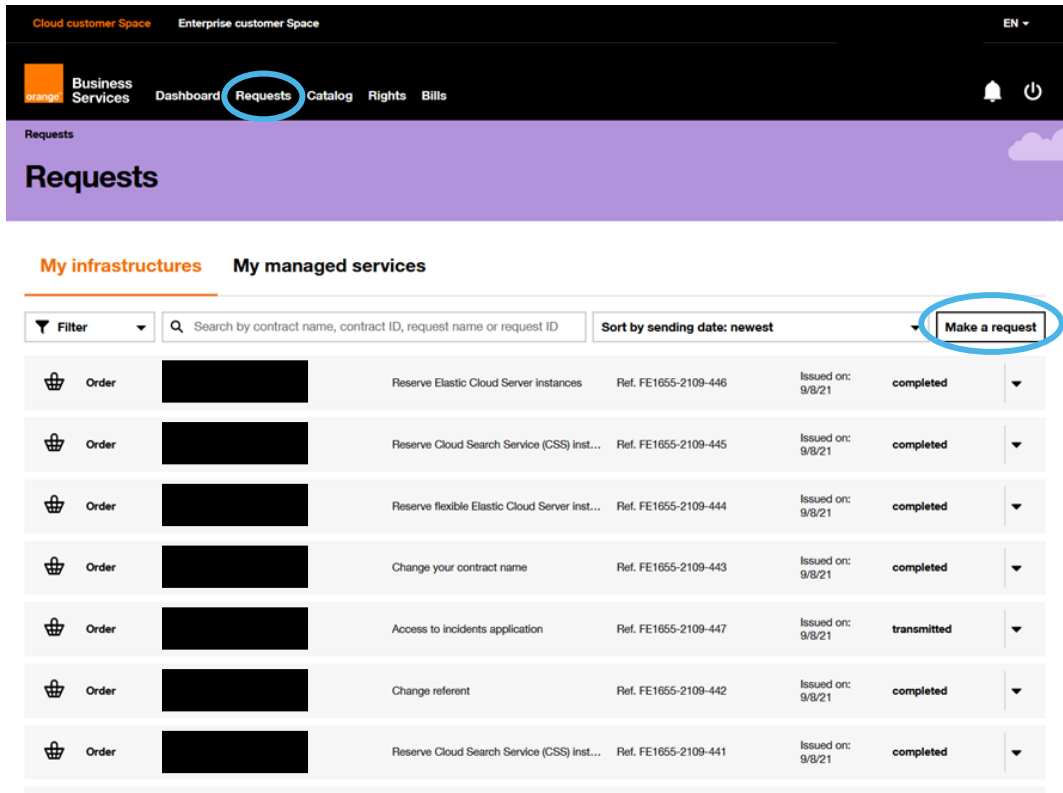
- Top Screenshot:** Shows the top navigation bar of the Orange Business Services website. The user icon in the top right corner is circled in blue.
- Middle Screenshot:** Shows the 'Welcome to your Cloud' banner. A blue arrow points from the user icon in the top screenshot to this banner.
- Bottom Screenshot:** Shows the login form. The 'Your login' field is circled in blue, and a blue arrow points from it to the 'Password' field in the next step.

The login form consists of two steps:

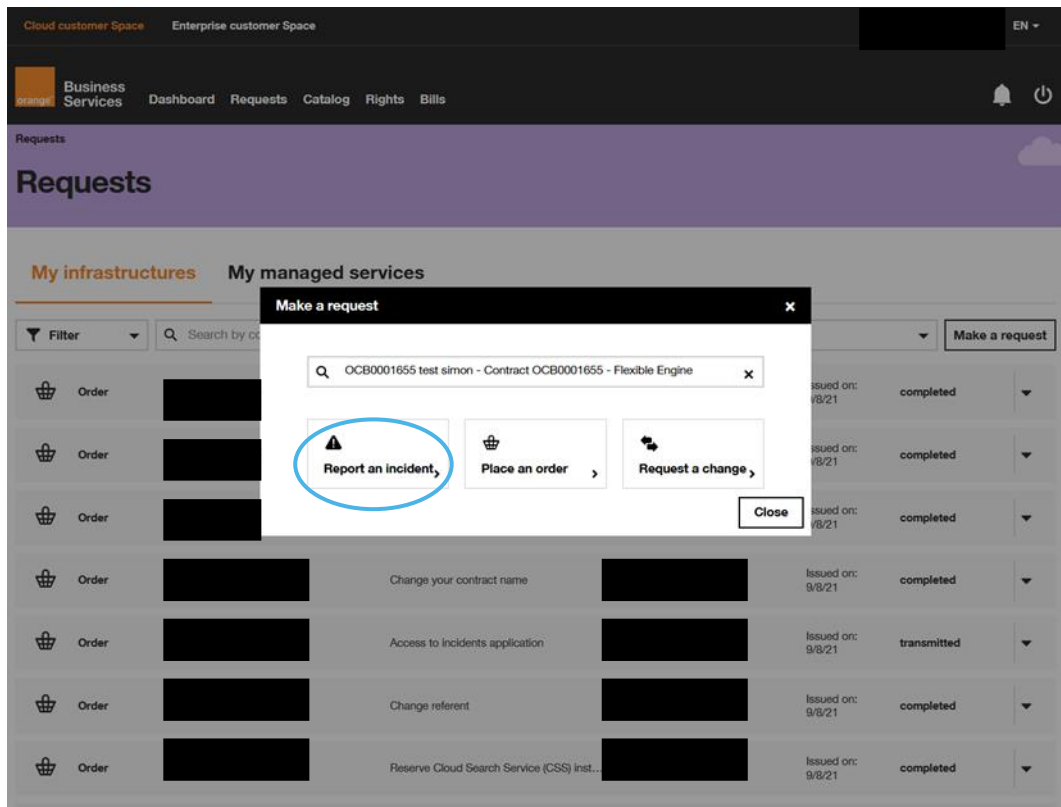
- Step 1:** 'Please identify yourself' - 'Enter your login' - Input field: 'Your login' - Button: 'Next' - Link: 'Forgot your login? >'
- Step 2:** 'Please identify yourself' - 'Enter your password' - Input field: 'Password' - Button: 'Sign in' - Link: 'Forgot your password? >'

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

To access the page, you must have at least 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):

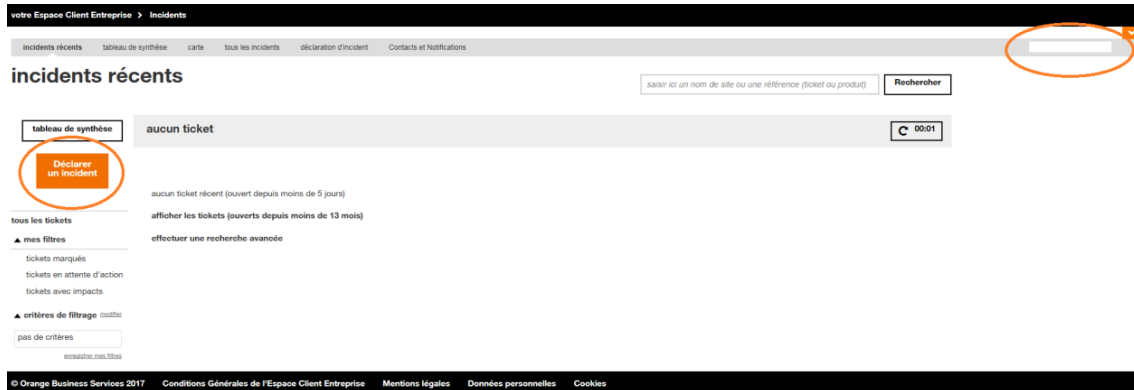


Depending on your profile, you either have access to the incident tool described in **section A** or the incident tool described in **section B**:

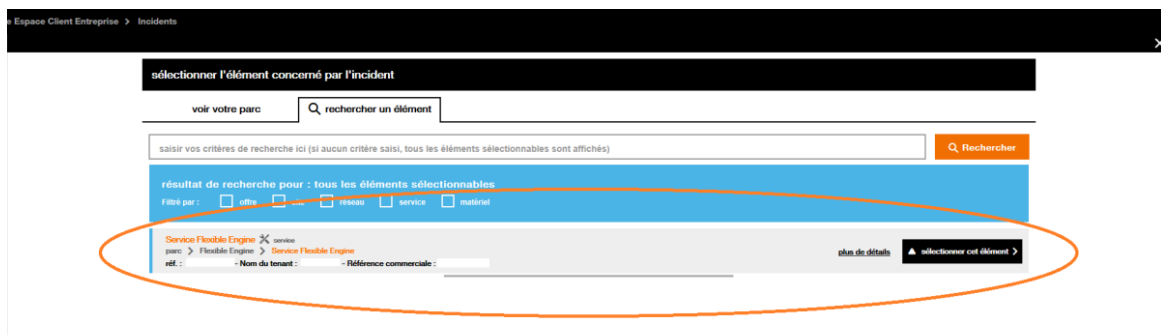
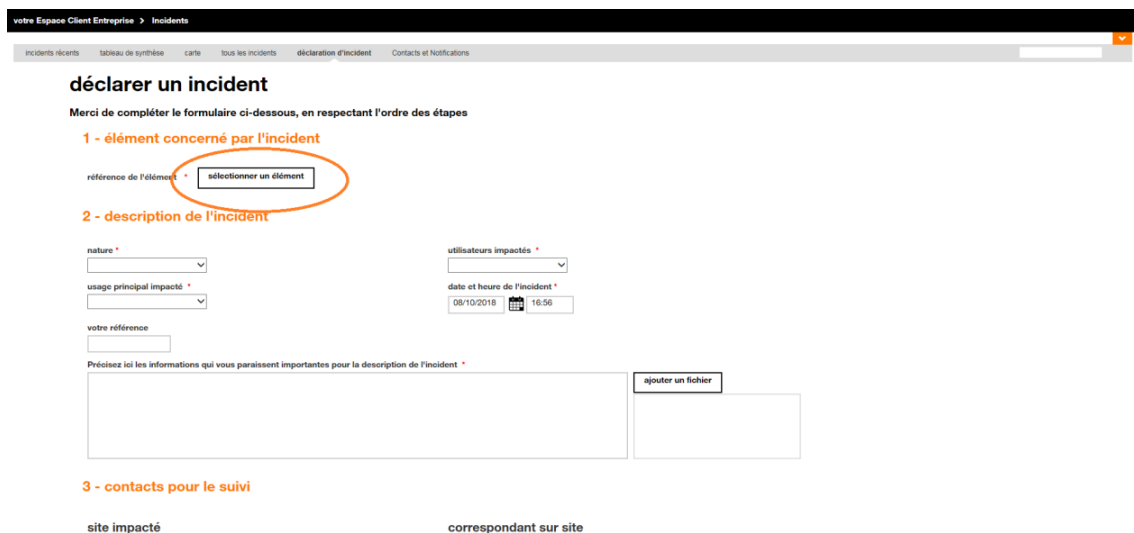
A - From "Incidents" home page

3A. Open your ticket by selecting "report an incident"

IMPORTANT: make sure that you are on the right perimeter for your concern.



4A. Select the park element concerned by your request



5A. 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.

Orange Business Services > Incidents

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

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 *

votre référence

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

3 - contacts pour le suivi

6A. 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 ⓘ

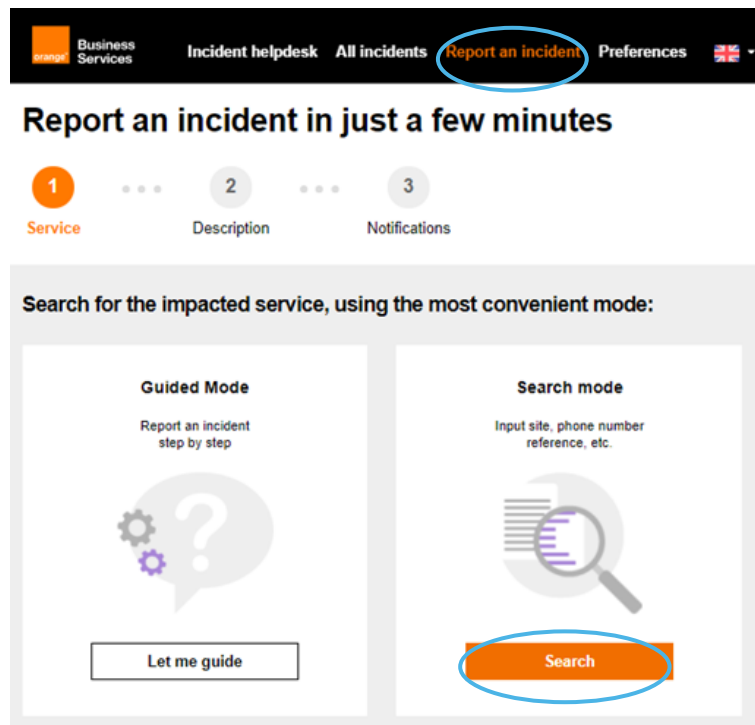
avertir par mail en français

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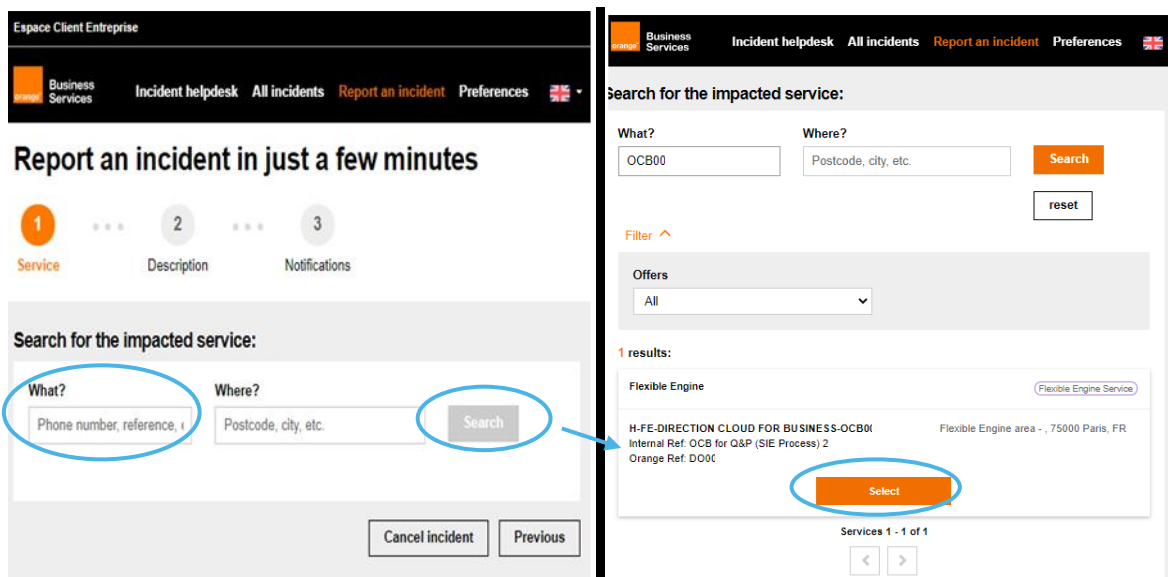
Note: After a while, your ticket will appear on your current incident report list and you will be able to see the evolution of your ticket from your space.

B - From "Report an incident"

3B. Open your ticket by selecting "report an incident" and click on "Search".



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



5B. 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.

The screenshot shows a multi-step form titled "Report an incident in just a few minutes". The steps are: 1. Service, 2. Description (current step), and 3. Notifications. The "Description of the problem" section includes a text area for "Describe your incident", an "Add file / picture" link, a text area for "Give your incident a name to find it easily", and a "Specify the impact on your service" section with four radio button options: "Not disturbed", "Degraded", "Significantly degraded", and "Interrupted". The "Next" button is circled in blue.

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

The "Informed contacts" section has an information icon and the text "No contact informed." Below this is an "Add contacts" section with a text input field "Enter an email address" and an "Ok" button.

The "On-site contact" section has an information icon and a "Reset all fields" link. It contains several fields: "Name" and "First name" (both with blacked-out text), "Phone numbers" (two fields with "+33" country codes and blacked-out numbers), "Email" (a field with blacked-out text and "@orange.com"), and "Availability" (a field with "Business Hours TEST"). At the bottom, there are three buttons: "Cancel incident", "Previous", and "Submit" (circled in blue).

7B. 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.

Incident

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

Reset all fields

Name * First name *

Phone numbers: *

Email

Availability *

Business Hours TEST

Cancel incident Previous Submit

All incidents

Report an incident

What? Where?

Phone number, reference, offer, ... Service location Search

Filter: ▾

Results: 5591/5591 Sort by: Opened on ▾

In progress	Ticket : 2103O41224	Opened on 30/03/2021 at 14h15 by	
Test MySM 3	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 [redacted] for L2 Sys Egypt? Symptom : time-out between vCD and [redacted] on EPP2 Normandie DEI-DPSS - 1 VOIE DE L'OREE, 27100 Val-de-Reuil, FR	Cloud Infra Platform	Significantly degraded Processing priority: P2	

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