

# Customer space

## Request a change

2021

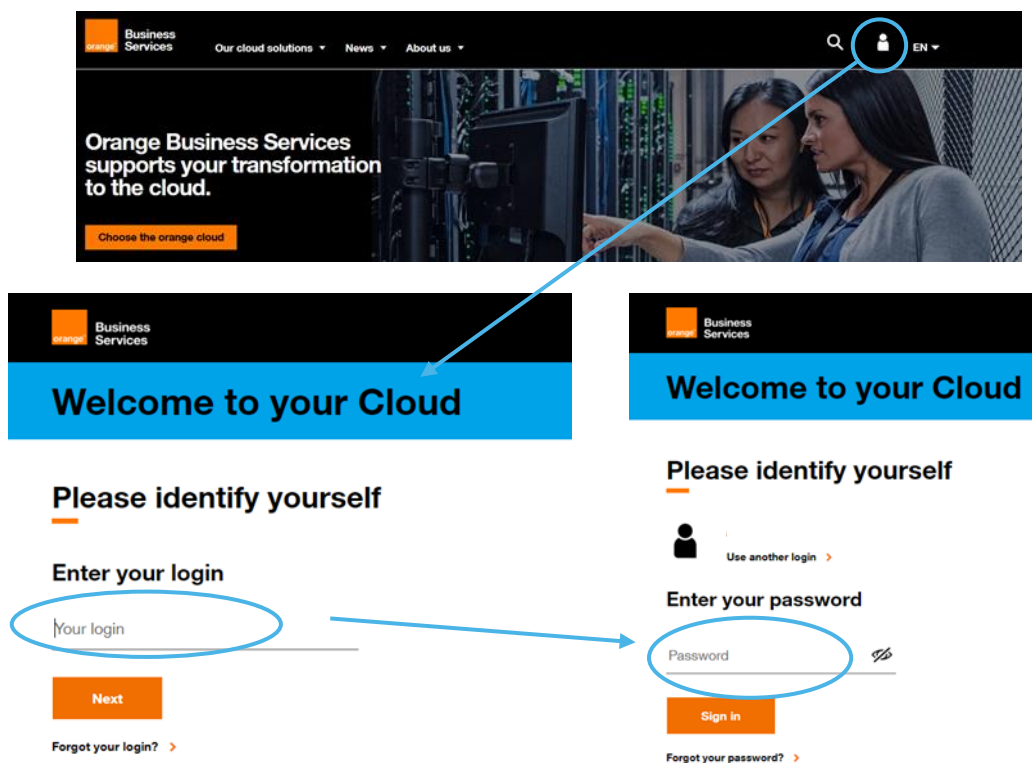
### Introduction

The purpose of this procedure is 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 that your Flexible Engine solution will be able to best fit your needs.

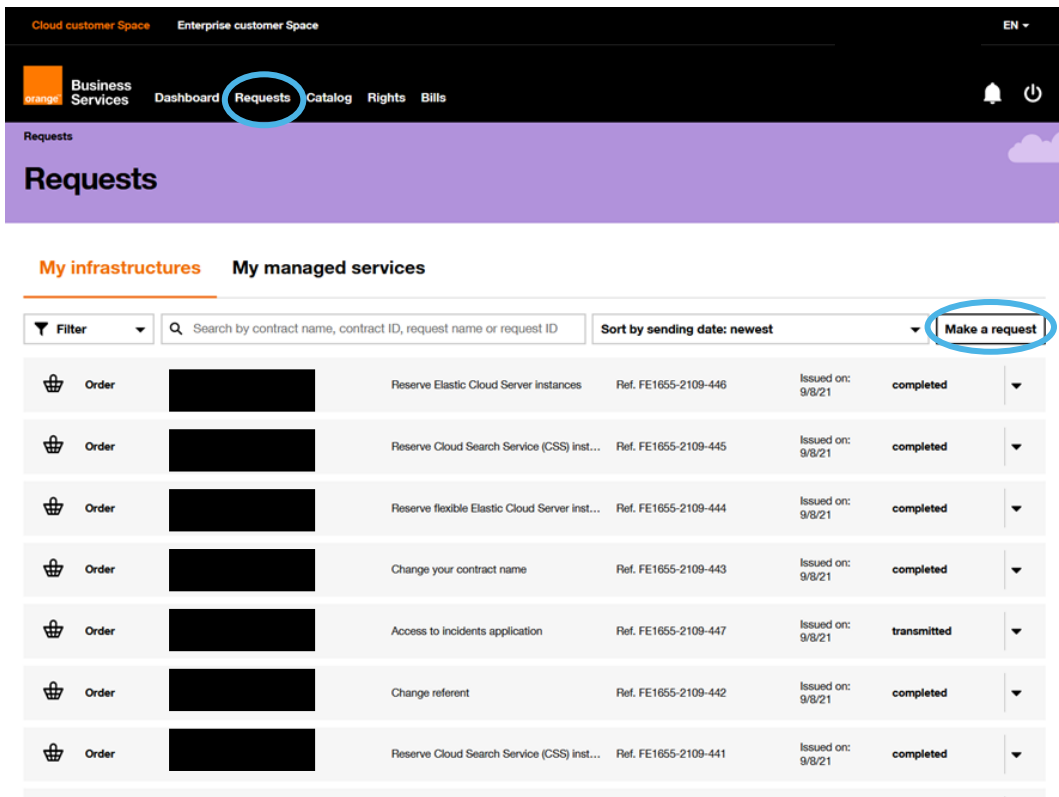
### Request a change

#### 1. Login to your customer space

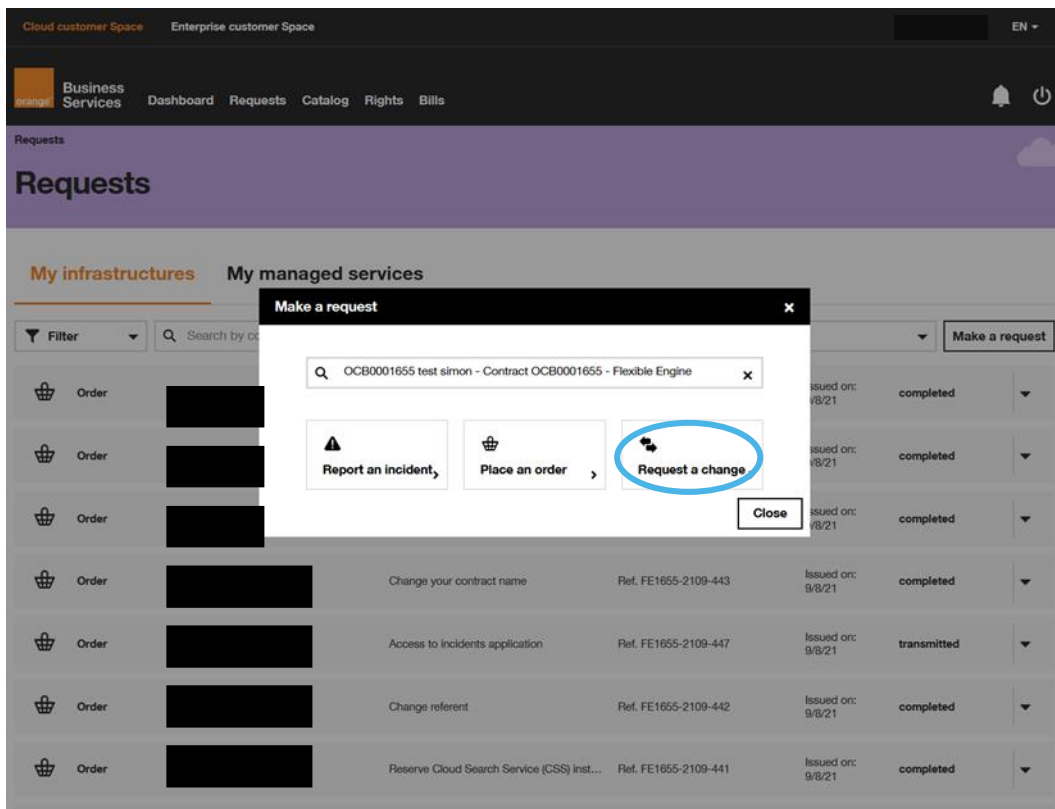


2. Go to the application page and click on the "Create a request" button

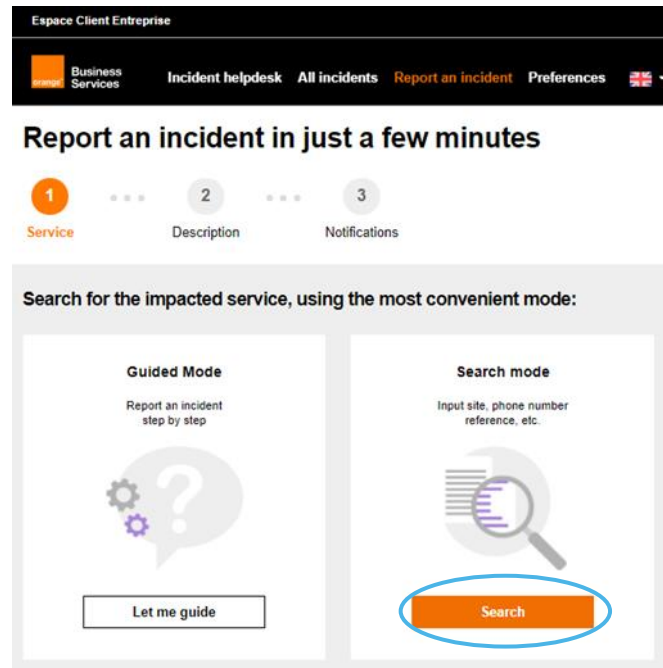
To access the page, you must have at least have the Visitor profile on this section (to understand your rights, refer to the chapter "Rights" in the Cloud Customer Space [User Guide](#)).



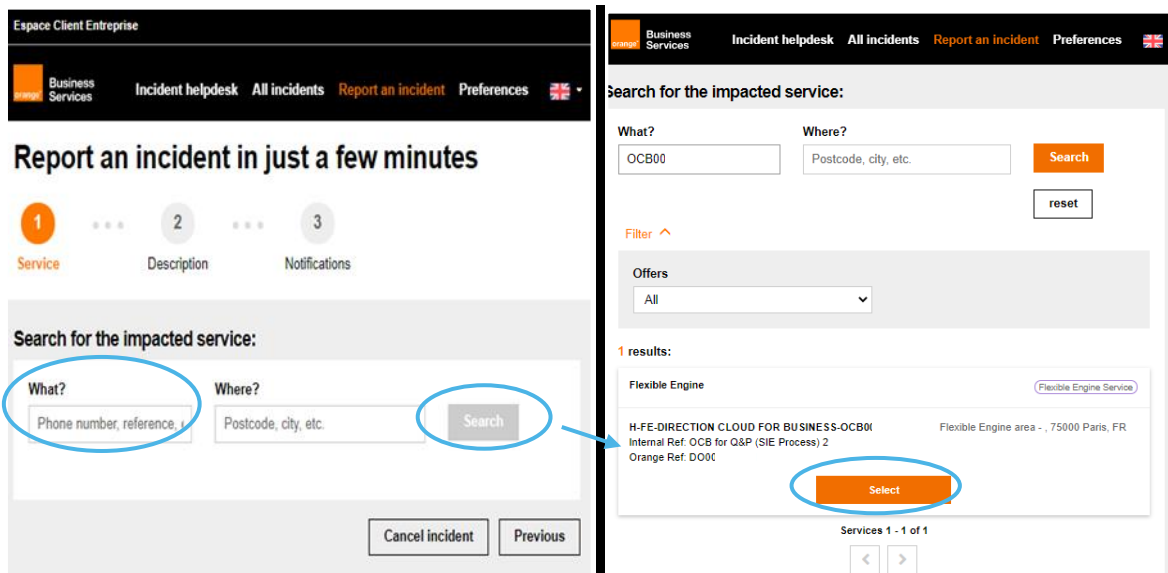
Fill in the relevant contract and select the type of request (Request a change).



3. Open your ticket by selecting "Request a Change" IMPORTANT: Make sure here that you are in the scope of your request (top right of the screen)



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



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 Service 2 Description 3 Notifications

### 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 incident Previous **Next**

### Report an incident in just a few minutes

1 Service 2 Description 3 Notifications

### Your notification preferences

For all your incidents, you will receive notifications when:

An incident is reported or closed By default  On

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

### On-site contact i

**Name \***

**First name \***

Reset all fields

**Phone numbers: \***

+33 Ex: 6 12 34 56 78 +33

**Email**

**Availability \***

Cancel incident Previous **Submit**

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.

**Esace Client Enterprise**

Business Services Incident

Enter an email address

**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 \*** Delaruelle

**First name \*** Bertrand

**Phone numbers: \***

+33 Ex : 6 12 34 56 78 +33

**Email**

**Availability \***

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	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.