Customer space Request a change

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

Business Services Our cloud solutions * News * About us *	
Orange Business Services supports your transformation to the cloud.	
Business Services	Business Services
Welcome to your Cloud	Welcome to your Cloud
Please identify yourself	Please identify yourself
Enter your login	Use another login >
Your login	Password 52
Next Forgot your login? >	Sign in
	Forgot your password? >

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

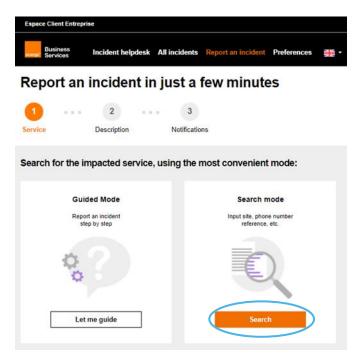
To access the page, you must have at least have the Visitor profile on this section (to understand your rights, refer to the chapter "Rights" in the Cloud Customer Space <u>User</u> <u>Guide</u>).

Cloud cu	istomer Space	Enterprise customer Space					EN 🗸
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neq	Juesis						
My i	nfrastruc	tures My managed ser	vices				
T Filto	er 🔻	Q Search by contract name, contract	t ID, request name or request ID	Sort by sending date: newest		- Make a	request
₽	Order		Reserve Elastic Cloud Server instances	Ref. FE1655-2109-446	Issued on: 9/8/21	completed	-
₽	Order		Reserve Cloud Search Service (CSS) inst	Ref. FE1655-2109-445	Issued on: 9/8/21	completed	-
₽	Order		Reserve flexible Elastic Cloud Server inst	Ref. FE1655-2109-444	Issued on: 9/8/21	completed	-
₽	Order		Change your contract name	Ref. FE1655-2109-443	Issued on: 9/8/21	completed	-
₽	Order		Access to incidents application	Ref. FE1655-2109-447	Issued on: 9/8/21	transmitted	-
₽	Order		Change referent	Ref. FE1655-2109-442	Issued on: 9/8/21	completed	-
⊯	Order		Reserve Cloud Search Service (CSS) inst	Ref. FE1655-2109-441	Issued on: 9/8/21	completed	-

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

Cloud customer Space	nterprise customer Space					EN +
Business Services Dast	board Requests Catalog Rights Bills					ڻ 🌲
equests						
Requests						
My infrastructur	s My managed services					
▼ Filter → Q	Make a request			×	▼ Make	a request
Order		- Contract OCB0001655 -	Flexible Engine X	ssued on: V8/21	completed	-
Order	Report an incident,	⊕ Place an order • >	Request a change	ssued on: v8/21	completed	-
Order			Clo	se sued on: /8/21	completed	-
Order	Change your co	tract name	Ref. FE1655-2109-443	lssued on: 9/8/21	completed	-
Order	Access to incide	nts application	Ref. FE1655-2109-447	Issued on: 9/8/21	transmitted	-
Order	Change referent		Ref. FE1655-2109-442	Issued on: 9/8/21	completed	-

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.

Espace Client Entreprise	Business Services Incident helpdest	: All incidents Report an incident Preferences
Business Services Incident helpdesk All incidents Report an incident Preferences 💥 -	Search for the impacted servic	e:
Report an incident in just a few minutes	What? When OCB00 Pos	tcode, city, etc.
1 2 3 Service Description Notifications	Filter ^ Offers All	reset
Search for the impacted service:	1 results:	
What? Where?	Flexible Engine	(Flexible Engine Service)
Phone number, reference, Postcode, city, etc. Search	H-FE-DIRECTION CLOUD FOR BUSINES Internal Ref: OCB for QAP (SIE Process) 2 Orange Ref: DO00	S-OCBOI Flexible Engine area - , 75000 Paris, FR
Cancel incident Previous		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	Report an incident in just a few minutes
Service Description Notifications	1 2 3
Description of the problem	Service Description Notifications
Describe your incident *	Your notification preferences
Provide details to the technician who is working on your incident	For all your incidents, you will receive notifications when:
	An incident is reported or closed By default
Ø Add file / picture	Other processing stages () On
Give your incident a name to find it easily *	Technicians post a new message On
Ex: No dialing tone on my fixed line	You receive your notifications by
Specify the impact on your service *	O Email O Email and text message
Not disturbed 🔥 Degraded 🧧 Significantly degraded 👝 Interrupted	Phone numbers: *
Normal use Non-optimal use Limited usage Cannot be used	□ +33 • Ex: 6 12 34 56 7
Cancel incident Previous Next	Email b

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

nformed contacts 🕦	
No contact informed.	
Add contacts	
Enter an email address	Ok

Nan	ne *	First name *	Reset all field
Pho	one numbers: *		
	+33 • Ex: 6 12 34 56 78	\$ +33 -	
Ema	ail		
Ava	ilability *		

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.

Espace Client Entreprise		Be
Business Services Incident Your incident has been register	ered	×
Enter an email address Your incident has been sent to our team. Your incident reference will appear in the Tra		-
On-site contact		ок
Name * First name *	Reset all fields	
Delaruelle Bertrand		
Phone numbers: *		
Availability *		
Business Business Incident helpdesk All incidents Report an incident Prefer	Previous Submit	
C Report an incident		0
Vhat ? Where ? Phone number, reference, offer, Service location Search	h •	0
Filter: 🛩		
Results: <mark>5591</mark> /5591		Sort by: Opened on
In progress Ticket : 2103O41224 Opened on 30/03/2021 at 14h15 by		
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.