

L1 Non SAP & L2-Web Points To Remember

- Labware Customer Contact Update of Users

Transfer to next level-IS-IP-Quality-Infogene

Reference ticket

<https://sbs-support.solvay.com/a/tickets/4568828>

- Job Portal Openings in Solvay One(Request for Avature)

Avature Job portal access issue, please transfer the ticket to Htr-SP Lisbon group in fresh desk

Reference ticket

<https://sbs-support.solvay.com/a/tickets/3637880>

- Digital Signage

If we receive any request for Digital Signage / AppSpace, please inform it is handled by Infra team & transfer to L0 group

Reference ticket

<https://sbs-support.solvay.com/a/tickets/3718462>

If We get any Ticket regarding Comment Deletion in Solvay one Articles ---- > we need to CAPG WEB team for doing this action.

- Tridion CCTS form access issue

If we receive any request for CCTS form access issue in Tridion, please transfer the ticket to IS-CAPG-LOT5 group and assign the agent as Reiner.hellstern.

Reference Ticket

<https://sbs-support.solvay.com/a/tickets/4821663>

- SBS - HR Space access validation

If we receive any request for SBS - HR Space access, please get approval from any one of the below members before providing access :

Tânia Marques

Ana Marques

Líliá Maneca

Reference Ticket

<https://sbs-support.solvay.com/a/tickets/4859147>

- Accolade plugin for Excel

If we receive any ticket for installation of accolade plugin for excel we need to add note to L0 team to help user contact the local infra team as follows,



Nupur.poddar-ext added a private note

5 minutes ago (Tue, 19 Jan 2021 at 11:32 AM)



Hi Team,

Good Day!

User needs to install Excel plug-in for Accolade.

Could you please help the user to contact the Local support team ?

Regards,

Nupur

Reference ticket: <https://sbs-support.solvay.com/a/tickets/4156697>

- Qlik server (alphdb05) access :

If we receive any request for Qlik server (alphdb05) access please inform the user to contact the below persons as we are not the correct team to support on this server access.

Jaide Ellis <jaide.lydick@solvay.com> & "Garrison, Mark" <mark.garrison-contractor@solvay.com>

Reference ticket - <https://sbs-support.solvay.com/a/tickets/5346470>