


Confluence - Reporting an Incident (GOLIVE & Hypercare)

Confluence - Reporting an Incident (GOLIVE & Hypercare)

HOW TO REPORT AN INCIDENT ON ECO OR SCO Confluence's spaces

Step-by-Step	Screenshots
1. Go to Service One Digital Workplace with this link .	
2. Click on this tile "Report Application / Software Incident"	
3. Read through carefully that you are raising an Incident due to Application issue and not related to Infrastructure issue. Tick on the checkboxes. <div data-bbox="186 1199 342 1843" style="border: 1px solid red; padding: 5px;"><p>! If failure to do so, your ticket will be routed to the wrong group, and hence might take more time to reach the right team for RESOLUTION.</p></div>	<div data-bbox="370 926 1323 1102" style="border: 1px solid black; padding: 5px;"><p>I confirm that I have checked the service catalog and did not find anything related to my request. <i>(required)</i></p><p><input checked="" type="checkbox"/> Yes</p><p>I confirm that this issue is related to an Application / Software on my device. <i>(required)</i></p><p><input checked="" type="checkbox"/> Yes</p></div>

4. Enter **Summary**

This is the title of the ticket that needs to be meaningful.



Please use prefix **ECO** or **SCO** so that it can be clearly identified and speed up our resolution.

Summary (required)

Please provide a short description of your issue.

5. Enter **Description**



The more information you provide, the easier for us to detect the root cause of the issue.

Please provide information like:

Description (required)

Please enter the full description of your issue.

▪ **W
H
E
R
E**
y
o
u
c
o
n
n
e
c
t
f
r
o
m
(h
o
m
e
/
w
h
i
c
h
s
i
t
e
o
r
b
u
i
l
d
i
n
g
/
h
o
w
i
s
y
o
u
r
c
o
n
n
e
c
t
i
o
n
(
w
i
f
i
/
c
a
b
l
e)

▪ **WHAT** is the problem (final objective that you are wanting to do in ECO or SCOS spaces) Provide the URL you are attempting to access to.

▪ **HOW** is the problem mentioned (describe the steps to reproduce)

6. Enter **Affected Application = "Confluence wiki"**



Important to select "Confluence wiki" so that it can be routed to the right team for RESOLUTION.

Affected Application (required)
Please select the application you are having issues with.

Select

Q confluence

Filtered to 1

Confluence wiki

7. Enter **Urgency.**


Urgency (required)

The issue is bothering me, but it is not affecting my work.

8. Enter Attachments.

Please take a screen shot of where the error is so that it proves as an evidence for us to identify the rootcause.

Attachments

 or drag and drop files here