

Confluence - Reporting an Incident (GOLIVE & Hypercare)

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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.	I confirm that have checked the service catalog and did not find anything related to my request. (required) ☒ Yes I confirm that this issue is related to an Application / Software on my device. (required) ☒ Yes ! 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.

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.

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■ **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 encountered (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 **Attachm
ents**.

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

Attachments

 Attach Files

or drag and drop files here