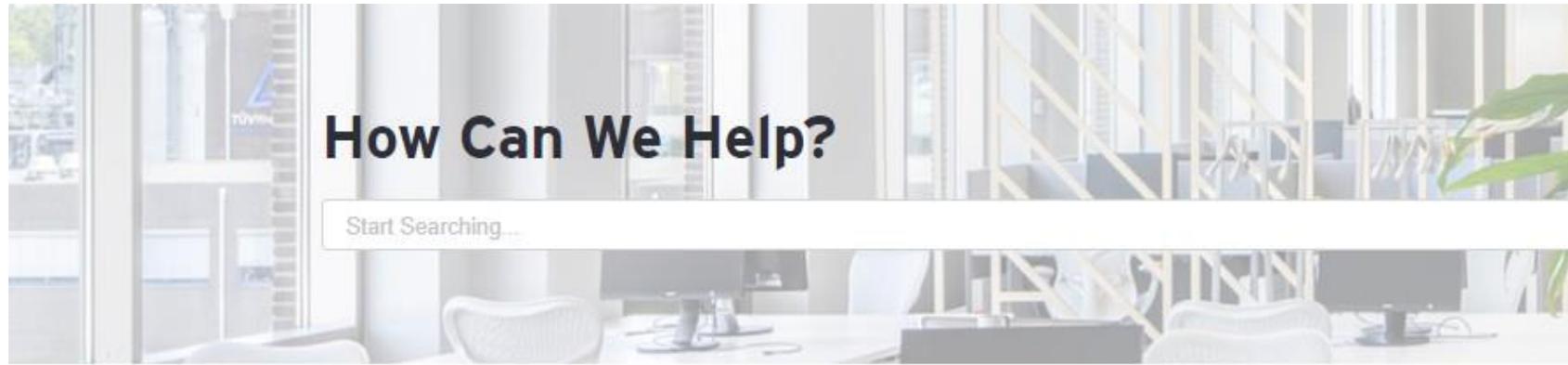


Etapes d'une création de ticket a la résolution.

L'utilisateur ouvre un ticket via la plateforme de son entreprise selon son besoin (demande de matériel ou bien incident)



Most Common Actions

 **Request Something**
Browse the catalog for items you need, account access, passwords and services.

 **Report an Issue**
If you are experiencing an issue, you can report it here.

Dans cet exemple il clique sur « report an issue » ce qui va générer un formulaire d'incident

Il remplit ensuite le formulaire en précisant la nature de l'incident.

Report an Issue

Use this form to request assistance with the issue you are experiencing.

On submitting this form an incident ticket will be created and assigned to EY Tech Support.
The team will respond within 4 hours.

If your issue is urgent, please click [here](#) to chat.

Requester

Submit Request For Another User

How should your EY Tech Support agent contact you regarding this issue?

* Preferred Phone Number

* What type of issue are you experiencing?

Application/Service Hardware Network Connectivity

* Please click to open the drop down and begin typing the application/service name

Application/Service not listed

* Please select or enter the symptom

* Detailed Description 

Il clique sur submit afin de créer le ticket

Le ticket est créer et envoyer au service IT qui va le gérer via la plateforme de gestion de ticket de son entreprise.

Il sera attribuer a un technicien qui prendra contacte avec l'utilisateur afin de résoudre l'incident.

Number	INC2866879	
* Requester	[REDACTED]	🔍 📞 ⓘ
* Company	EY	🔍 ⓘ
Requester Phone	+33 1 46 93 83 [REDACTED] France	📞
Requested For		🔍
Requested For Phone		📞
Location	[REDACTED], Paris La Défense Cedex, France	🔍 ⓘ
Impacted Account		🔍
Template		🔍
Service		🔍 📞 ⓘ ⓘ
Service portfolio		
Service offering		🔍
Configuration Item		🔍
* Category	Desktop Software	▼
* Symptom/Sub-Category	Receive error message	▼
* Short description	Incident - PC - Office 365 - EXCEL Does not start	📍 ⓘ
Description	Bonjour, mon excel ne s'ouvre plus. Merci	
Opened	2023-04-06 05:06:22	
Opened by	TES_User	📍 ⓘ
* Channel	Phone	▼
Contact Preference	-- None --	▼
State	In Progress	▼
Impact	Low (2-100 end users)	▼
Urgency	Low (Intermittent)	▼
Severity	Low	
Priority	P4-Low	
* Assignment group	Paris la Defense On-site Services	🔍 ⓘ
Assigned to	[REDACTED]	🔍 ⓘ
Environment	Production	▼
Hypercare Type	-- None --	

Une fois l'incident résolu le technicien clôture le ticket et explique les étapes de la résolution de l'incident

Number	INC2866879	
* Requester	[Redacted]	
* Company	EY	
Requester Phone	+33 1 46 93 83 29	France
Requested For		
Requested For Phone		
Location	Tour First, Paris La Défense Cedex, France	
Impacted Account		
Template		
Service		
Service portfolio		
Service offering		
Configuration item		
* Category	Desktop Software	
* Symptom/Sub-Category	Receive error message	
* Short description	Incident - PC - Office 365 - EXCEL Does not start	
Description	Bonjour, mon excel ne s'ouvre plus. Merci	

Opened	2023-04-06 05:06:22	
Opened by	TES_User	
* Channel	Phone	
Contact Preference	-- None --	
State	Resolved	
Impact	Low (2-100 end users)	
Urgency	Low (Intermittent)	
Severity	Low	
Priority	P4-Low	
* Assignment group	Paris la Defense On-site Services	
* Assigned to	[Redacted]	
Environment	Production	
Hypercare Type	-- None --	

[Related Search Results >](#)

Notes	Related Records	Resolution Information	Outages	
* Closed Code	Solved (Permanently)		Resolved by	
Resolution Category	-- None --		Resolved	
Resolution Group			Could Service Desk (Level 1, Level 2) have resolved	<input type="checkbox"/>
* Resolution notes	Suite a une réparation de Office 365 excel s'ouvre correctement. Incident résolu			