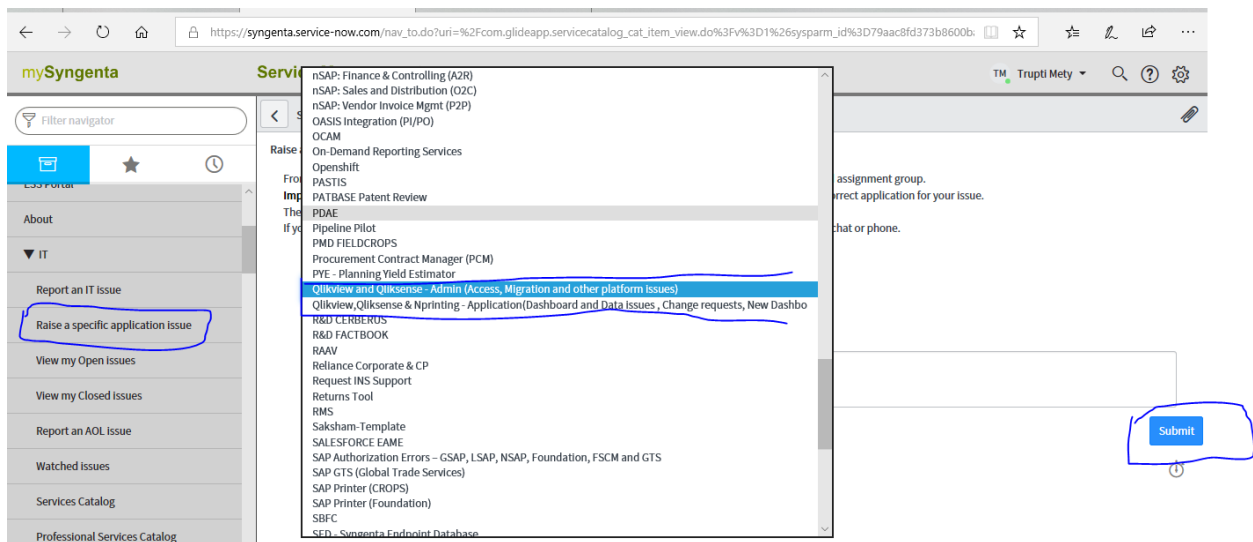


To raise an Incident with Qlik Team kindly follow below steps in SNOW.

- Select 'Raise a specific application issue' option from the menu



- This will open the Self Service Template
- Select the self-service Template from drop down list
 1. Any queries related to Platform select below -

Qlikview and QlikSense - Admin (Access, Migration and other platform issues)

2. Queries related to Application team as below

Qlikview, QlikSense & Nprinting - Application (Dashboard and Data Issues, Change requests, New Dashboards)

- Add the appropriate details/description in below window and click on Submit

* Description

Submit

- Once the template is submitted Incident Number will appear on screen with details, Queue name will get assigned to Incident based on above service template selection
- 2 Queues for Incident assignment based on the request submission:
 1. **INF-GLOB-OLIKVIEW-PLATFORM – Platform Team**
 2. **INF-GLOB-OLIKVIEW-APPLICATION - Application Team**