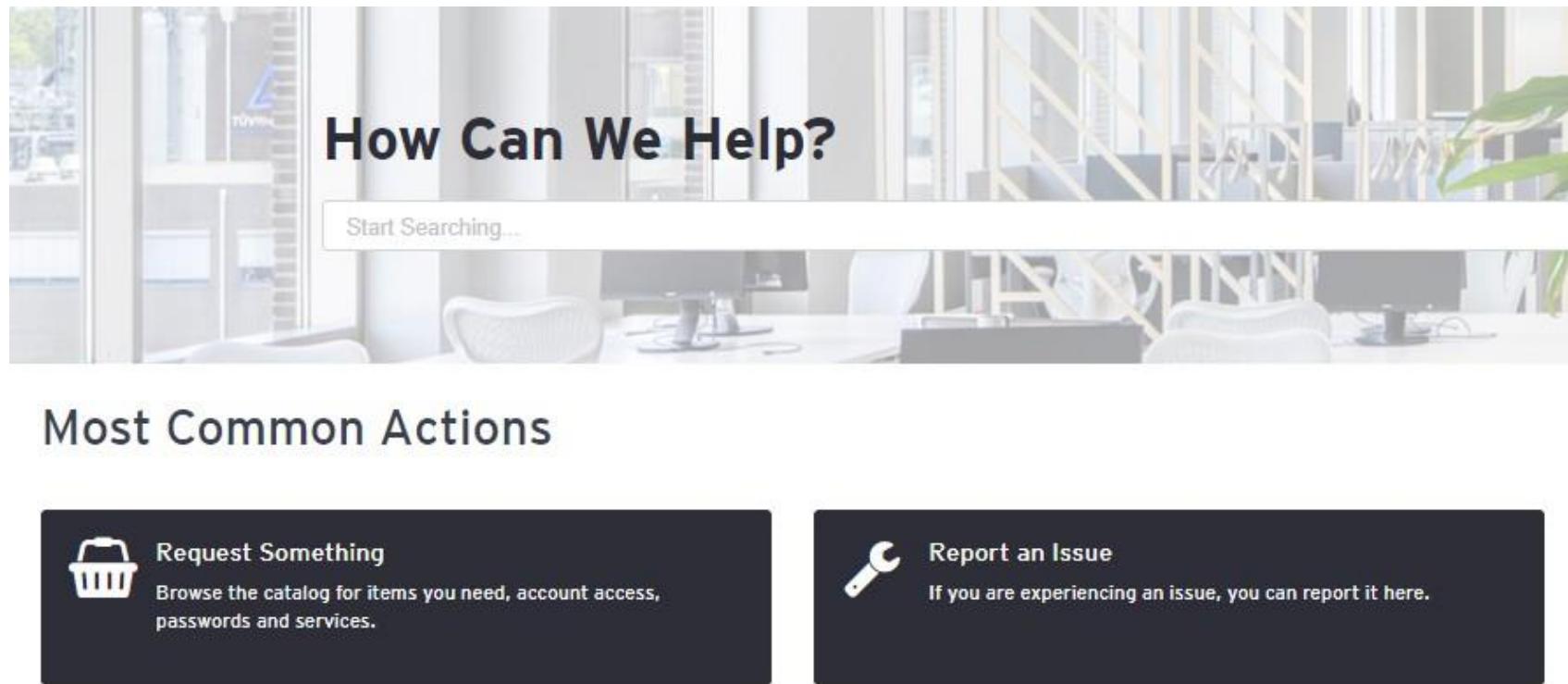


Etapes d'une création de ticket a la résolution.

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



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

 Requester Name ▼

☐ Submit Request For Another User

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

Phone ▼

* Preferred Phone Number

+33-754783425

* 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

Excel for Desktop ▼

☐ Application/Service not listed

* Please select or enter the symptom

Does not start ▼

* Detailed Description 

Bonjour, mon excel ne s'ouvre plus. Merci

Submit

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	<input type="text" value="REDACTED"/>	<input type="button" value="Q"/> <input type="button" value="Info"/>
* Company	EY	<input type="button" value="Info"/>
Requester Phone	+33 1 46 93 83 <input type="text" value="REDACTED"/>	France <input type="button" value="Phone"/>
Requested For	<input type="text"/>	<input type="button" value="Q"/>
Requested For Phone	<input type="text"/>	<input type="button" value="Phone"/>
Location	<input type="text" value="REDACTED, Paris La Défense Cedex, France"/>	<input type="button" value="Q"/> <input type="button" value="Info"/>
Impacted Account	<input type="text"/>	<input type="button" value="Q"/>
Template	<input type="text"/>	<input type="button" value="Q"/>
Service	<input type="text"/>	<input type="button" value="Q"/> <input type="button" value="Info"/> <input type="button" value="Help"/>
Service portfolio		
Service offering	<input type="text"/>	<input type="button" value="Q"/>
Configuration item	<input type="text"/>	<input type="button" value="Q"/>
* Category	Desktop Software	
* Symptom/Sub-Category	Receive error message	
* Short description	Incident - PC - Office 365 - EXCEL Does not start	<input type="button" value="Info"/>
Description	<input type="text" value="Bonjour, mon excel ne s'ouvre plus. Merci"/>	


Opened	2023-04-06 05:06:22	
Opened by	TES_User	<input type="button" value="Info"/>
* 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	<input type="button" value="Q"/> <input type="button" value="Info"/>
Assigned to	<input type="text" value="REDACTED"/>	<input type="button" value="Q"/> <input type="button" value="Info"/>
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	<input type="text" value="Redacted"/>	 
* Company	EY	
Requester Phone	+33 1 46 93 83 29	France 
Requested For	<input type="text"/>	
Requested For Phone	<input type="text"/>	
Location	Tour First, Paris La Défense Cedex, France	 
Impacted Account	<input type="text"/>	
Template	<input type="text"/>	
Service	<input type="text"/>	  
Service portfolio		
Service offering	<input type="text"/>	
Configuration item	<input type="text"/>	
* 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	<input type="text" value="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		