

Group: IT R&D Support

Task: Create Helpdesk incident

Example request: How to send an incident?

Solution: Go to the website <https://helpdesk.gorenje.com/servicePortal>. Find button »Submit an incident« (<https://helpdesk.gorenje.com/servicePortal/submitIncident>) enter the data in the fields and click Submit button.

In case of problems with the solution: Send email to: »helpdesk@gorenje.com«, include description of your problem or request. If you already know which group will solve the incident you can also mention that.