

# GSD. Conferencing Services - How to handle Conferencing issues

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General Information:

Possible symptoms/errors:

How to handle Conferencing issues.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Conferencing issues are handled by the Onsite Support and the Videoconferencing team, depending on the issue. Before raising an incident, perform the basic troubleshooting. Advise the user to check the cables, network connectivity and re-start the device.

If user reports a general hardware problem with a videoconferencing device, conference phone or other conference device assign a ticket to the FDT Audio & Video Platforms resolving team in ServiceNow. If the issue is concerning other topics that are not related to the conferencing service functionality directly, like e.g., camera damage, assign the ticket to the FDT IT Workplace Delivery (HG) team.

Information to be included in the ticket:

phone number affected end user's contact number what user tried to resolve the issue problem description

Assignment Group:

FDT IT Workplace Delivery (HG) FDT Audio & Video Platforms

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A