

# GSD. How to manage ECS, OpenText Content Server and Ephesoft Technology issues and requests

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General Information:

Possible symptoms/errors:

User requires OpenText Content Server support  
User requires Ephesoft Technology system support  
User requires Enterprise Content Services system support

Alternative names of the system:

ECS  
OpenText Content Server - Archiving  
Ephesoft - Capturing

**IMPORTANT NOTICE:**

Please pay attention to the Key Users as tickets created by them may be ECS not SAP related

Solution:

Ephesoft application - general information:

Ephesoft is an application that helps to capture large volumes of documents and extract the data with the help of optical recognition.

OpenText application - general information:

OpenText Archive application is used for archiving the documents from SAP and for uploading, configuring and archiving document content.

Enterprise Content Services (ECS) - general information:

ECS is a set of applications roles of which is to archive, digitalize and manage electronic document processes.

**NOTE:** To manage Enterprise Content Services (ECS), Ephesoft and OpenText tickets SD agent should ask the user for:

the application name  
an error screenshot  
any other additional details which may be provided by the end users and could be helpful for the resolving team

After gathering all the information above SD agent should assign the ticket directly to Ext\_WW\_ECM-Support\_SLS\_Capgemini team.

Assignment Group:

Ext\_WW\_ECM-Support\_SLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A