How to Handle SharePoint/OneDrive Tickets

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Starting November 1, 2021, SharePoint FLS group will not be available. Tickets created via SharePoint support email will be created to Capgemini SharePoint SLS (Ext_WW_Sharepoint_SLS_Capgemini) queue. Moving forward, this is how tickets should be handled.

Details:

1. Mandatory information to collect from the user:

Affected user (place on the ticket)SharePoint URL where the issue is being encountered. Be sure to provide the complete SharePoint URL. Sample of SharePoint/OneDrive URLs are below:

Regular URLs

Sharepoint.intra.fresenius.comSharepoint.fresenius.comSharepoint-search.fresenius.comApplications.intra.fresenius.comKabi.intra.fresenius.comQualityportal.intra.fresenius.deFk-qualityportal.intra.fresenius.deKabi-val.intra.fresenius.deDms.intra.fresenius.deDms.intra.fresenius.deFresenius.sharepoint.comFresenius-my.sharepoint.com

Development or test environment SharePoint URLs

URLs mentioned above with the words "dev", "test" or "test" (ie. Sharepoint-test.intra.fresenius.com, Freseniustst.sharepoint.com)

Description of the problemScreenshots of errors if any

2. When to send tickets to Ext_WW_Sharepoint_SLS_Capgemini – queue?

If the issue is related to SharePoint Trainings.SharePoint license issues encountered when accessing SharePoint URL.Any issues encountered on a SharePoint URL.If the issue is related to the following:

Winra (application)ANAQUA (application)PowerApps and PowerAutomateData migration to a Share Point siteOne Drive synchronization issues

If issues encountered are on the URLs mentioned above.

3. When to send tickets to other queues?

All other issues that are not mentioned above.Tickets related to FMCNA