GSD. Global Websites Template issues and requests

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General Information:

Possible symptoms/errors:

User calls Global Service Desk regarding issues, requests, functionalities of Global Websites Template.

Alternative names of the system:

GWT, CMS, OpenText, Web Site Management

IMPORTANT NOTICE:

N/A

Solution:

If users call Global Service Desk, direct them to GWT Help Center portal where they can get familiarized with available instructions.

NOTE : In OpenText CMS, if one person is changing and submitting page, only approver/manager having rights to release the page.

If they report an issue, advise them to visit troubleshooting articles or direct them to Service Now (GWT Support) in case of technical problems.

Then close the Incident ticket in the Global Service Desk queue keeping yourself in the 'Assigned to' field.

Assignment Group:

Ext_WW_Web-Solutions_FLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

GWT Help Center

https://confluence.intra.fresenius.de/display/FKWK/

Troubleshooting articles

https://confluence.intra.fresenius.de/display/FKWK/Troubleshooting+articles

Service Now (GWT Support)

https://fnc.service-now.com/sp/?id=sc_cat_item&sys;_id=6a2bce9a37a7c340a2b8466754990eef