

RDC Smart Response (DEMO)

V0.1



Start

Question

1. Is the query about any one in the list below?
 - Looking content/data(find RICs or fields)
 - Missing data/updates
 - Duplicate data
 - Incorrect or incomplete data
 - RIC/Record/field not found
 - Data behaviors

A green rectangular button with a thin blue border, containing the word "Yes" in white text.

Yes

An orange rectangular button with a thin blue border, containing the word "No" in white text.

No

Question

2. Does the client cannot access data i.e. permission issue?

Yes

No

Question

3. Is the service or server down issue?

Yes

No

Question

4. Is it about API pages issue? e.g. page not found, no permission to access the page.

Yes

No

Question

5. Does the client cannot download API or cannot access content on developer portal website?

Yes

No

Result

Please contact data team or chat room [HD ELEKTRON EN](#)



END

Result

Please contact LSEG Account team



END

Result

- ✓ EMA, ETA/UPA, WebSocket API => contact dev-portal support developerportalsupport@lseg.com
- ✓ Other supported APIs => contact RDC Admin rdc.administrator@lseg.com and dev-portal support developerportalsupport@lseg.com



END

Result

End RDC Smart Response Program.

The case has a potential to be an API issue.

Thank you for contacting RDC. RDC team will check your email carefully and reply to you back.



END

Program has ended.