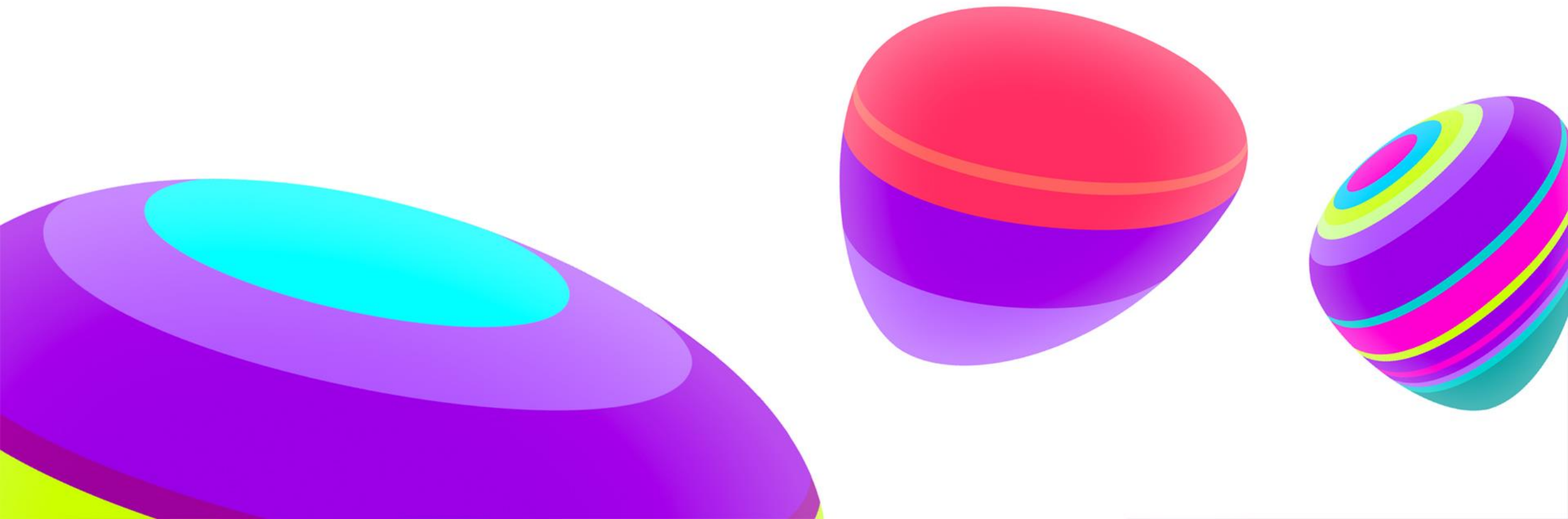


MYBUSINESS INCIDENT AND SERVICE REQUEST



SUPPORT START PAGE

You will find everything you need to know about trouble shooting and reporting incidents under the **MyBusiness Support Menu (1)**.

Click on **Support** to see the menu.

Here you can ask support-related questions and find answers.

To report an incident, click on the tab **Service Requests (2)**.

The screenshot shows the Telia MyBusiness Support Start Page. At the top, there is a navigation bar with links for 'Privat', 'Företag', 'Fiber', 'SV', and 'EN'. An orange arrow labeled '1' points to the 'Support' link in the main navigation menu, which also includes 'Order', 'Manage', 'Invoices', and 'Settings'. Below this, there are links for 'Ärenden' and 'Kontakt'. The main content area features a large heading 'WE ARE HERE WHEN YOU NEED US' and two primary action cards: 'SERVICE REQUESTS' (with a wrench icon) and 'ASK A QUESTION' (with a speech bubble icon). An orange arrow labeled '2' points to the 'SERVICE REQUESTS' card. Below these cards, there is a section titled 'YOUR ASSIGNMENTS' with a button labeled 'TO ASSIGNMENTS'.



CREATE AN INCIDENT TICKET

Simply fill in the required information.

Enter the subscription (1) you want to report an incident on and describe the fault (2).

CREATE INCIDENT

If you want to create an incident request, please fill out the form below with as much details as possible.

ENTER SUBSCRIPTION

Enter subscription affected by the problem



PLEASE DESCRIBE THE PROBLEM

To make troubleshooting easier, please describe the problem as detailed as possible

1. When did the problem occur?
2. How is the user affected by the problem?
3. Where is the user situated?

Title *



Description *

Own reference

CREATE AN INCIDENT TICKET

Describe the consequences of the incident by selecting the extent of the problem and how many people are affected by it (1).

Then select how you want to be notified about the progress we make on fixing the incident (2)

Choose between email, text message (sms) or phone call.

For our Datacom services, you can also let us know if others should be notified of the fault. This you do by clicking on **Notification Services** in the **Manage Menu**. The instruction about **Notification Services** will show you exactly what to do.

When you have filled in all the required information, you can register the incident by clicking **Create** (3).

INFLUENCE OF THE PROBLEM

Extent of the problem

- Minor impact
- Reduced functionality
- Critical error

Number of users affected

- Single user
- Multiple users
- All users

CONTACT INFORMATION

Reported by

How would you like to be notified?

- E-mail
- Sms
- By phone

Who is experiencing the problem?

- I am the one experiencing the problem

First name *

Surname *

E-mail *

Phone number *

CREATE

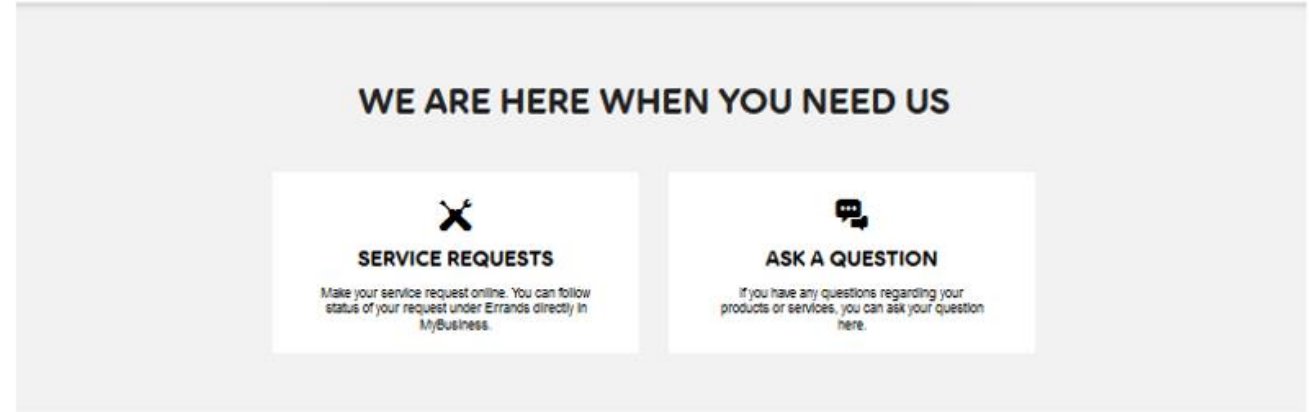


YOUR ASSIGNMENTS

Let's go back to the first page of the **Support Menu**.

If you scroll down, you will find **Support Guides** (1) and other important information about our most regular support errands.

To get an overview of all your registered **assignments**, click on **To assignments** (2).



YOUR ASSIGNMENTS

TO ASSIGNMENTS



SUPPORT GUIDES



Services >



UC/Switch >
Conference and meeting services >
Switchboard access >



Fixed Telephony >
Number services >



Fixed Broadband >



MyBusiness >

YOUR ERRANDS AND QUESTIONS

Total 20 st	Open 0 st	Guides Find information	Create incident Create an incident
		Reports Last 18 months	Ask a question Contact support



YOUR ASSIGNMENTS

Under Assignments you will see a list of all your registered errands (1). If you want to read details of an existing errands, you can click on it to open it.



Please note that the same search, filter and sort functions that are in the Manage Menu are here in the Support Menu as well (2).



If you want to create a new incident, select **Create incident** (3).

If you want to ask Support a question, you can do that here, just click **Ask a question**.

Sök

Show filter Sort by last updated

Show 20 off 20 rows

● Closed
 ● Ongoing/Escalated
 ● Awaiting answer

Incident / Own reference	Title	Product-ID	Created	Updated/Closed
● CS0104197 / test	test	0702495348	2018-08-21 11:08	2018-08-22 10:39
● CS0096558	test	0722041851	2018-08-13 09:32	2018-08-13 09:34
● CS0091787 / test	test	0702495348	2018-08-08 12:09	2018-08-08 13:03
● CS0080876	Test	0702568326	2018-07-23 12:19	2018-07-23 12:56
● CS0066283	Test av "Ställ din fr...		2018-07-01 20:25	2018-07-01 20:26
● CS0050722	Test av email notifi...	08270870	2018-06-13 13:17	2018-06-19 23:56
● CS0054196	Intresserad av Perso...		2018-06-18 09:51	2018-06-19 08:09
● CS0054075	telia support test	0702495348	2018-06-18 09:08	2018-06-18 10:53
● CS0054193	test		2018-06-18 09:50	2018-06-18 10:13
● CS0044275	testar		2018-06-05 12:22	2018-06-07 09:59

Show per page 10

< **1** 2 >

DETAILED VIEW OF AN ASSIGNMENT

When clicking on an errand, you will get to this detailed view (1). Here you will find information about your case, such as

- Which service it applies to
- Impact
- When the errands was registered
- SLA, i.e. how long is estimated that it will take to resolve the errand
- Errand status

You can also upload or remove documents that are relevant to the errand (2).

Further down you will see the latest information about your errand (3). You can complement your errand with new information and follow your conversation with us here at Telia.

Please notice, errands can also be reported through the **Manage** Menu.



● CLOSED

TEST AV EMAIL NOTIFICATIONS

CS0050722

Product-id

08-1234567

Product category

Fixed Telephony

Own reference

-

Case submitted

2018-06-13 13:17

Critical level

Liten påverkan

SLA-time

2018-06-22 11:27

Impact

Enstaka användare

Closed

2018-06-19 23:58

Attached files

There are no attached files.

LATEST EVENTS RELATED TO THIS INCIDENT

2018-09-24 kl: 02:00

Answer from (Telia)

CONTACTPERSONS

Reported by

Anna Andersson

Anna.andersson@company.com

Experienced by



