



My Service Space



always-available, interactive, online **support**

“My Service Space is flexible enough to provide the online customer care that I need, yet simple enough for anyone to use.”

- monitor and manage your Orange services end-to-end via the Web from anywhere in the world
- quickly and easily access data to better manage your network and related services
- see dynamic views of your infrastructure – with automatic, near-real-time updates
- use the Web-based tools and reports to better control and optimize your services
- effectively manage incidents and change requests, and carefully monitor orders, inventory and network status
- give every user the appropriate levels of access to the information they need



**Business
Services**



the features you need

ordering tools – Review and track all your orders for additions, cancellations and modifications.

self care – Manage user services, such as mailbox modifications, token and password resets and new Web page publications. Access service usage tools like logs, statistics and operational history to gain a thorough understanding of your service operations.

service dashboard – View inventory, monitor network and equipment status in near-real time and maximize usage, service quality and performance with ad hoc and monthly reports. Easily spot problem areas using SLA compliance and alarm summaries.

information center – Stay on top of planned portal outages, upgrades and operational issues, and find all your service management documents and contacts in one convenient place.

service support – Create incident reports and change requests, and track their status through resolution. For more information or assistance, search the knowledge base or contact one of our support specialists 24x7 via Web chat.

the benefits you want

service

- user-friendly resource to manage incident reports and change requests
- knowledge base and self-service features for faster problem resolution
- total visibility and control over your Orange solutions anytime, anywhere

flexibility

- 24x7 live online Web chat with experienced professionals
- notifications via postings and email
- available to everyone in your organization

simplicity

- single user interface that's easy to understand and navigate
- customizable profiles for faster, more efficient access to user-specific information

good to know

My Service Space provides end-to-end visibility everywhere you do business.



for more information about My Service Space, contact your local account team or visit our website at www.orange-business.com/mss



Business
Services

