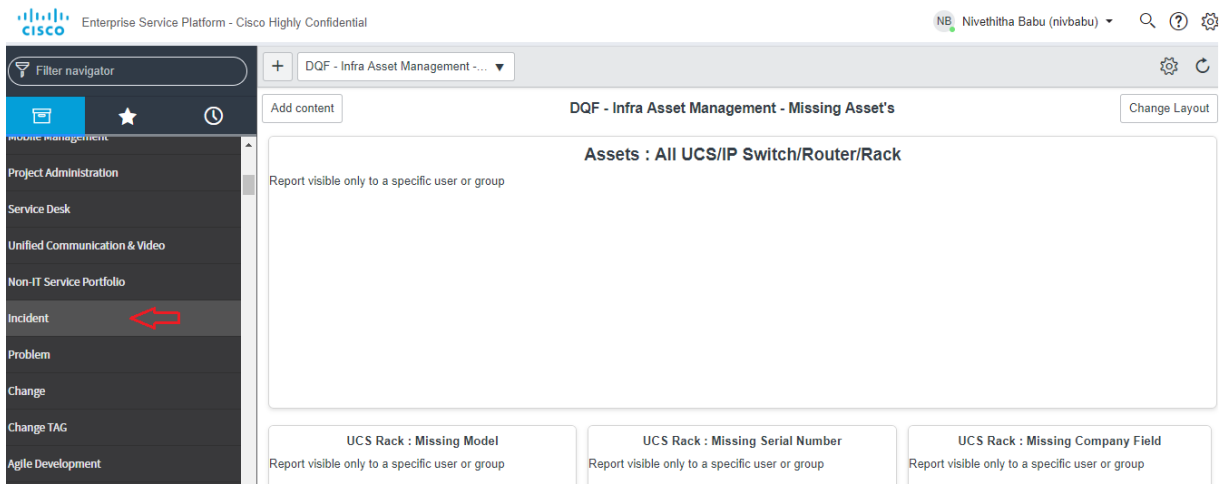


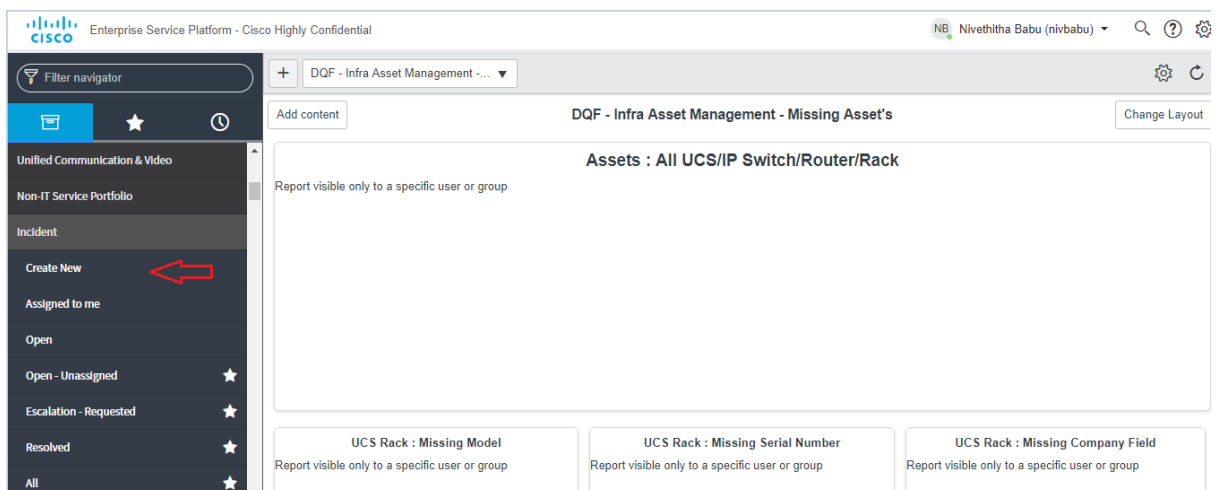
CDS-Incident Creation Process

Steps to be followed:

1. Go to <http://case.cisco.com/>
2. Login using your own CEC Credentials
3. Click **Incident** option from the list



4. Select **Create New** option to create new incident



5. Fill **Impacted User** field with the value of CEC username who is creating the Incident.

The screenshot shows the 'Incident' creation page in the Cisco Enterprise Service Platform. The 'Impacted User' field is currently empty, and a red arrow points to it. Other fields include 'Number', 'Location', 'Impacted Service Offering', 'Impacted Area', 'Causing CI', 'Environment', 'Category', 'Subcategory', 'Opened', 'Opened by', 'State', 'Source', 'Support Level', 'Assignment group', and 'Assigned to'.

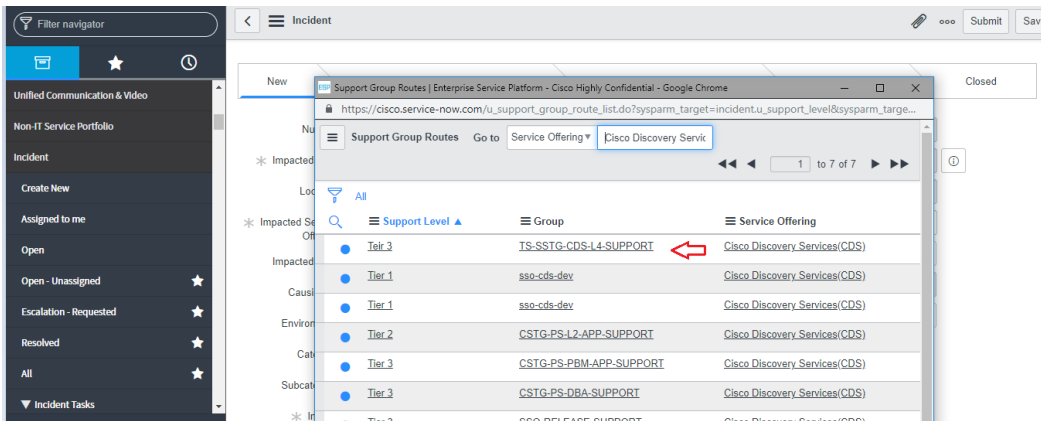
6. Fill **Impacted Service Offering** field with the value Cisco Discovery Services(CDS)[Valid only for CDS Incident creation]

The screenshot shows the 'Incident' creation page with the 'Impacted Service Offering' field filled with 'Cisco Discovery Services(CDS)'. A red arrow points to this field. The 'Impacted User' field is now filled with 'Nivethitha Babu (nivbabu)'. Other fields are the same as in the previous screenshot.

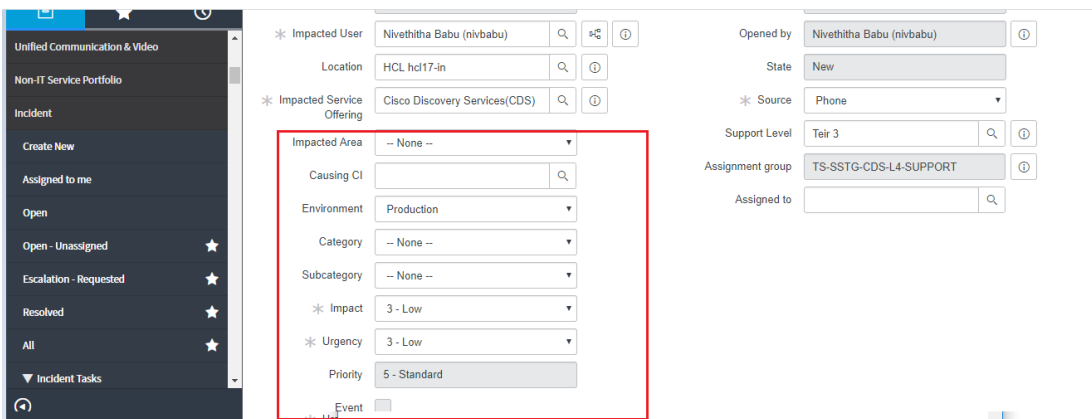
7. Click search icon in **Support Level** Field

The screenshot shows the 'Incident' creation page with the 'Support Level' field highlighted. A red circle is drawn around the search icon in the 'Support Level' field. The 'Impacted User' field is filled with 'Nivethitha Babu (nivbabu)' and the 'Impacted Service Offering' field is filled with 'Cisco Discovery Services(CDS)'. Other fields are the same as in the previous screenshots.

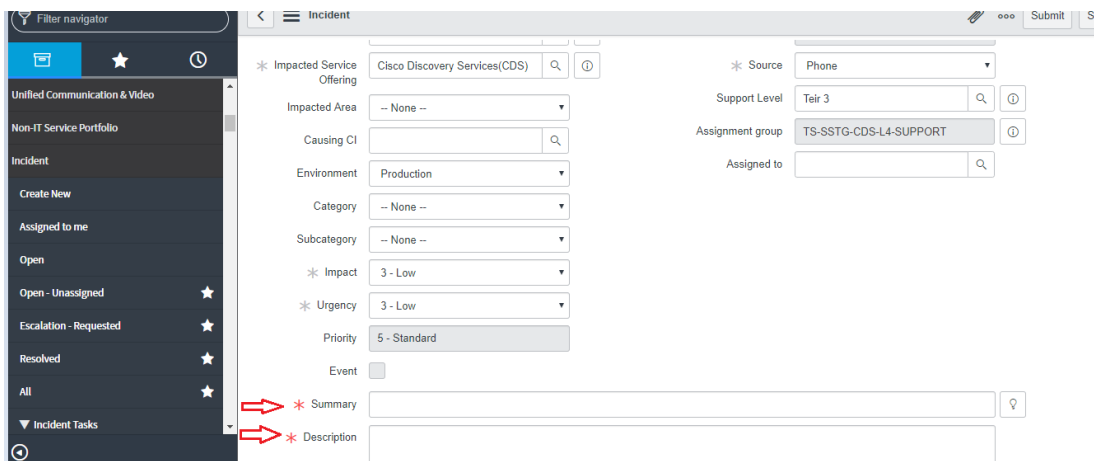
- Below Pop up appears while clicking Search Icon in Support level and then select **TS-SSTG-CDS-L4-SUPPORT** group name only for **CDS Incident**



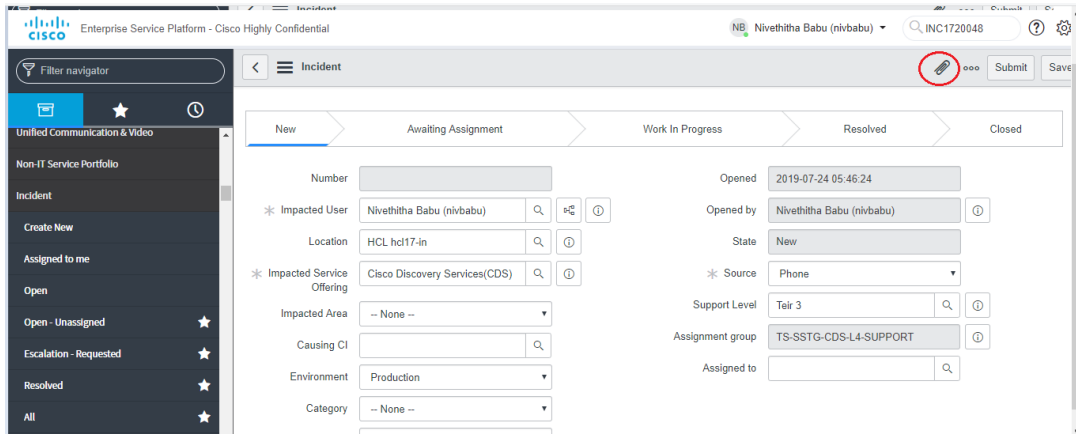
- Fill all other fields with the value related to Incident



- Fill **Issue Summary and Description** in the field mentioned below

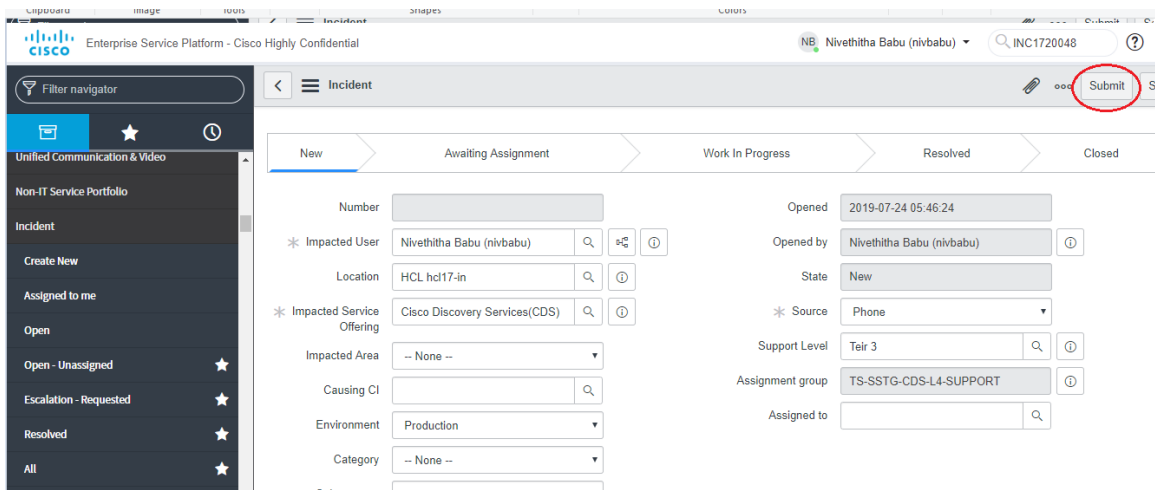


11. Select the Icon highlighted in the below picture to **add attachment** related to incident if any.



The screenshot shows the Cisco Enterprise Service Platform interface for creating an incident. The top navigation bar includes the Cisco logo, the text "Enterprise Service Platform - Cisco Highly Confidential", the user name "NB Nivethitha Babu (nivbabu)", and the incident ID "INC1720048". A red circle highlights a paperclip icon (attachment icon) next to the incident ID. Below the navigation bar is a filter navigator on the left and a main form area. The form area has a progress bar with stages: "New", "Awaiting Assignment", "Work In Progress", "Resolved", and "Closed". The "New" stage is selected. The form contains several fields: "Number" (empty), "Impacted User" (Nivethitha Babu (nivbabu)), "Location" (HCL hcl17-in), "Impacted Service Offering" (Cisco Discovery Services(CDS)), "Impacted Area" (None), "Causing CI" (empty), "Environment" (Production), "Category" (None), "Opened" (2019-07-24 05:46:24), "Opened by" (Nivethitha Babu (nivbabu)), "State" (New), "Source" (Phone), "Support Level" (Teir 3), "Assignment group" (TS-SSTG-CDS-L4-SUPPORT), and "Assigned to" (empty).

12. Click **Submit** after filling all required fields to **create an Incident**



The screenshot shows the same Cisco Enterprise Service Platform interface as in the previous image, but with the "Submit" button highlighted by a red circle. The "Submit" button is located in the top right corner of the form area, next to the incident ID "INC1720048". The rest of the form fields and navigation elements are identical to the previous image.