Incident creation user guide-Marketing Sites
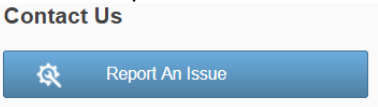
Purpose

This document is to help users in creating incident requests related to MetLife Marketing Sites and its related applications.
EAI codes in scope are 10867, 7299.

Process to create Incident

1. Navigate to https://metlifeprod.service-now.com/service/home
2. Click on "Report An Issue"

3. Fill in the applicable fields

4. Please select application name as per below table, so that Incident gets assigned to right team/group.
5. Fill Description with issue details. If any attachments required, please attach them using "Add Attachment"

6. If required please mention SNOW group to whom the incident need to be assigned in Issue Description.

Issue related to	Application Name	Service NOW AMS group	Email group
AEM Sites	10867 Global Marketing Platform	AMS-ARF GlobalMarketing-GLOB	AMS: AMS_AEM_Support AMS_AEM_Support@metlife.com L3: CI_GLOBAL_MKTG_L3_SUPPORT@metlife.com
Webforms, Leads, GLU, Quote Issues	7299 Metlife.com-Redesign	AMS-ARF GlobalMarketing-GLOB	AMS: AMS_ML7299_Support AMS_ML7299_Support@metlife.com L3: CI_GLOBAL_MKTG_L3_SUPPORT@metlife.com