

# Incident creation user guide-Marketing Sites

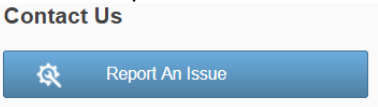
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## Purpose

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

**Issue Information**

\* Urgency

▶ More information

4 - Low

User(s) unable to perform normal business functions with no available workaround

Category

Application

\* What is the computer or application causing the issue?

▶ More information

10867 Global Marketing Platform

Subcategory

Failure

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 <a href="mailto:AMS_AEM_Support@metlife.com">AMS_AEM_Support@metlife.com</a>  L3: <a href="mailto:CI_GLOBAL_MKTG_L3_SUPPORT@metlife.com">CI_GLOBAL_MKTG_L3_SUPPORT@metlife.com</a>
Webforms, Leads, GLU, Quote Issues	7299 Metlife.com-Redesign	AMS-ARF GlobalMarketing-GLOB	AMS: AMS_ML7299_Support <a href="mailto:AMS_ML7299_Support@metlife.com">AMS_ML7299_Support@metlife.com</a>  L3: <a href="mailto:CI_GLOBAL_MKTG_L3_SUPPORT@metlife.com">CI_GLOBAL_MKTG_L3_SUPPORT@metlife.com</a>