Schedule an Expert for Open Incidents

System Operations and Maintenance - Preview
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2. Click Schedule an Expert (Incident must qualify – See Notes on slide)
3. Choose Date
4. Choose Time
5. Add notes/additional description details & Submit
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Schedule an Expert for Open Incidents FAQ

- The FAQ links below contains active HOT TOPICS that you should be aware of for Schedule an Expert for Open Incidents:
1. View & Edit Incident

Click on the Edit button to go into edit-mode for the Incident.
2. Click Schedule an Expert

The Schedule an Expert button will show up if:

1. The Incident was logged in a product area that offers SaE
2. Incident Priority is Low, Medium or High
3. The Incident is assigned to a Support Engineer participating as an SaE expert in the Program and is available for scheduling
3. Choose Date

Choose an available date for your session
4. Choose Time

- The time zone that is displayed is the time zone set in your user profile. Update your profile time zone in the Launchpad if needed.

- Choose an available time for your session
5. Add notes/additional description details & Submit

- Add a detailed description of what you would like to discuss in the SaE session

- Add any attachments if needed
6. View Upcoming

- From here you can download the file and add the invite to your calendar.
- Click on “View Upcoming” to view your scheduled session(s) including the session you just created.
7. Edit Session

- To change the details of the session or cancel the session click on the Edit button.
7. Edit Session

- The 4 areas available to modify for your schedule session are:
  - Communication
    - View message history
    - Add a memo for the Support Engineer
  - Add Attachment
  - Contact Info
    - Verify your contact information, update the information in your launchpad user profile if it's incorrect.
  - Attachments
  - Reschedule – UNAVAILABLE
  - See next slide
For this first release, the “Reschedule” function is unavailable ONLY for SaE sessions created for existing, open incidents. This will be corrected in a future release.
How to join your Schedule an Expert Skype Web Conference

Please view the document below for instructions:

How to join your Schedule an Expert Skype Web Conference
Thank you