

Dear Customer

Thank you for contacting GCX GNOC.

Did you know that the GCX Self Service customer interface <https://selfserve.gcxworld.com/> is the quickest way to create a case, as well as finding most recent updates ?

However, in case you require to create a case through email, you will be required to follow the below guidelines so our system can automatically create a case, and we can ensure you will get a prompt resolution.

The system will only be able to create a Case if the information is received with the specified format.

Once your make sure your email follows the below specified template, please submit your request to: case@gcxworld.com

Subject

The **Subject** must start as indicated below. Use this same Subject format to report a single or multiple service IDs.

Please note that this specific format is required because this is an automated request.



The diagram shows an email composition form with the following fields and annotations:

- From:** Customer @ world.com
- To:** Case@gcxworld.com (indicated by a blue arrow pointing to the right)
- Cc:** (empty)
- Subject:** Create case: <please type a brief description> (indicated by a blue arrow pointing to the left)

Email Body

Please use one of the below templates:

1. Email body to report a single Service ID

Or

2. Email body to report multiple Service IDs

Please note that this specific format is required because this is an automated request.

The system will only be able to create a Case if the information is received with the specified format.

1. Reporting a single Service ID

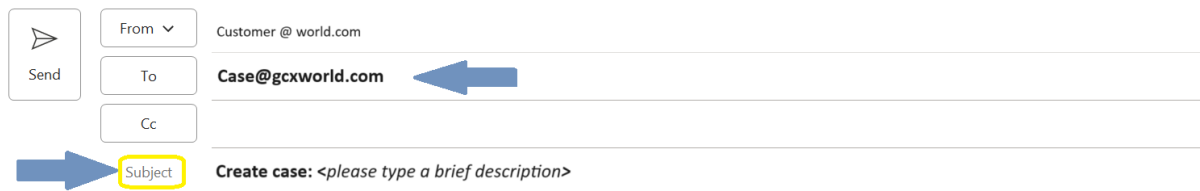
The required **email body** template is shown below.

Please enter the details for each line.

- ✓ Please start each line using the specific label shown below
- ✓ The labels must follow the specified order
- ✓ After the colon (punctuation mark), please type in the details for each line
- ✓ Please leave one space between each item/label

If you have any files to share, please attach them to this email message.

Please see the **email body** format below:



The screenshot shows an email composition interface. The 'From' field contains 'Customer @ world.com'. The 'To' field contains 'Case@gcxworld.com' with a blue arrow pointing to it from the right. The 'Subject' field contains 'Create case: <please type a brief description>' with a blue arrow pointing to it from the left. The 'Subject' label is highlighted with a yellow box.

Summary: <Provide a concise summary related to the case>.

Service ID: <ServiceID>

Impact: <Choose from below>

<Any Other Request, New Activation, Site Access, Remote Hands and Eyes, Past Event, Low Performance, Currently Down>

Description: <Provide a detailed description of the trouble reported and elaborate initial troubleshooting steps taken at your end>

Attachments: <Attach any relevant screenshots, logs, or files that would assist in resolving the case>

2. Reporting Multiple Service IDs

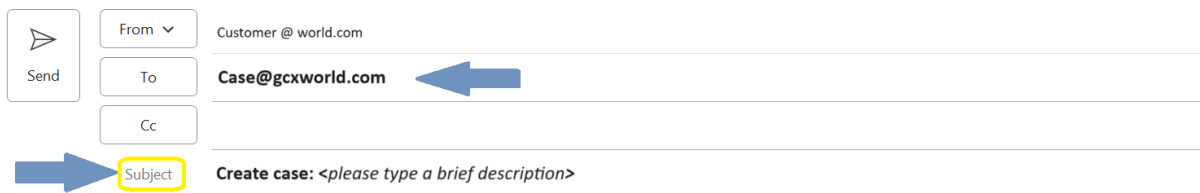
The required **email body** template is shown below.

Please enter the details for each line.

- ✓ Please start each line using the specific label shown below
- ✓ The labels must follow the specified order
- ✓ After the colon (punctuation mark), please type in the details for each line
- ✓ For Multi Service ID Case creation, all the Service IDs must be typed on the same line, separated by a Comma, with no spaces between one Service ID and the other
- ✓ Please leave one space between each item/label

If you have any files to share, please attach them to this email message.

Please see the **email body** format below:



The screenshot shows an email composition interface. The 'From' field is 'Customer @ world.com'. The 'To' field is 'Case@gcxworld.com' with a blue arrow pointing to it. The 'Cc' field is empty. The 'Subject' field is 'Create case: <please type a brief description>' with a blue arrow pointing to it. The 'Send' button is on the left.

Summary: <Provide a concise summary related to the case>

Service ID: <ServiceID1,ServiceID2,ServiceID3.....>

Impact: <Choose from below>

<Any Other Request, New Activation, Site Access, Remote Hands and Eyes, Past Event, Low Performance, Currently Down>

Description: <Provide a detailed description of the trouble reported and elaborate initial troubleshooting steps taken at your end>

Attachments: <Attach any relevant screenshots, logs, or files that would assist in resolving the case>