

GCX Service Management Technology Upgrade: FAQs

Contents

1. What is the Assurance Service Management Technology Upgrade?.....	2
2. Will there be any changes to how I report my services to GCX?.....	2
3. When will the update take place?	2
4. What major changes can I expect after the upgrade?.....	2
5. Do I need to make any changes to my systems?.....	2
6. What does the different Case Types mean ?.....	3
7. What does the different Case States mean ?.....	3
8. Will historic case records be affected?.....	3
9. Can I report issues for multiple GCX services in a single request?.....	3
10. Can I reopen a closed case?	3
11. Will there be changes to the GCX Customer Portal?	4
12. Do I need new login details for the GCX Customer Portal?.....	4
13. Can I reply directly to automated case updates?.....	4
14. Who should I contact if I can't submit a case through the SelfServe Portal?	4
15. Will email requests still be supported?	4
16. Can I still send requests to the GNOC email (gnoc@gcxworld.com)?.....	4
17. Why can't my company contacts open cases on the new platform?.....	4
18. What should I do if I don't have login access to the GCX SelfServe Portal?	4

GCX Service Management Technology Upgrade: FAQs

1. What is the Assurance Service Management Technology Upgrade?

The Assurance Service Management Technology Upgrade is part of our effort to evolve our systems into a platform that supports seamless communication with customers across a wide variety of channels. At GCX, we've been working on transitioning to a new service management platform, designed to allow continuous upgrades and improve the way we interact with you.

2. Will there be any change to how I report my services to GCX?

Yes. The GCX [SelfServe Portal](#) will have a new URL. While the customer portal gets a refreshed look, the functionality remains unchanged.

You will now need to log in at: <https://selfserve.gcxworld.com>

The portal will connect to our new platform, ensuring faster communication with you. Your login credentials and authentication methods will remain the same.

3. When will the update take place?

The system upgrade will begin on 1st March 2025.

4. What major changes can I expect after the upgrade?

The upgrade will be seamless in most aspects, except for the following:

- **Ticket Numbers:** GCX ticket numbers will change from the prefix "INC..." to "CS..." followed by a sequential number (e.g., from INC000000123456 to CS0000123)
- **Portal Changes:**
 - o The Incident Management tab will be renamed to Case Management.
 - o The dropdown field for submitting a request will change from "Select Incident Type" to "Select Case Type"
- **Primary and Secondary Case Numbers:** When reporting more than one Service ID, you will receive both a primary and a secondary case number. All email updates will mention the primary case number
- **Automated Updates:** All automated case updates will come from the new email address: case@gcxworld.com. Please make sure to look for updates from this address

5. Do I need to make any changes to my systems?

Yes. Please [whitelist case@gcxworld.com](#) in your email system to ensure you continue receiving automated case updates.

6. What does the different Case Types mean ?

Case Type	Description	Default Priority
Currently Down	Service is not usable	P1
Low Performance	Errors, Packet Loss, Latency Difference, etc	P2
Past Event	Retrospective Investigation / Query	P3
Any other Request	Service details, loop tests, any other request for support	P4
Site Access	Request access to a site	P5
Remote Hands and Eye	Request for site support	P5
New Activation	First time using the service recently delivered and requiring support	P1

7. What does the different Case States mean ?

Case State	Description
New	Service Request submitted [SLA clock count starts]
Open	Service Request accepted and in progress
Awaiting Info	Additional information required from the customer [SLA clock count on hold]
Trouble fixed	Trouble fixed – the reported problem has been solved [Applicable SLA clock count stops]
Resolved	Case resolved
Closed	Case Closed -the Reason for Outage (RFO) document for 'Currently Down' case type will be sent as an attachment when the case is closed. A Case Report document will be attached to the closure email for 'Low Performance' and 'Past Event' case types

8. Will historic case records be affected?

No, all historic records will remain available for the last 6 months.

- Old records will display ticket numbers starting with INC...
- New records will display ticket numbers starting with CS...

9. Can I report issues for multiple GCX services in a single request?

Yes. When you create a case in the [SelfServe Portal](#), you can select multiple GCX Service IDs. The system will generate one **primary** case and link **secondary** cases for each service.

The primary case number will be referenced in all email updates. If a service ID is no longer relevant to the primary case, it will be delinked, and updates will continue under a separate case number.

10. Can I reopen a closed case?

If the case is already closed and you need further investigation, please open a new case.

However, if you receive a "Trouble Fixed" update but still experience issues, simply reply to the email, and one of our engineers will reopen the investigation.

11. Will there be changes to the GCX Customer Portal?

The previous portal URL will redirect to the new URL: <https://selfserve.gcxworld.com>.

Your login credentials and authentication methods will remain unchanged, and you will be notified before the old URL is disabled.

12. Do I need new login details for the GCX Customer Portal?

No. You can continue using your existing login credentials to access the [SelfServe Portal](#).

13. Can I reply directly to automated case updates?

Yes! You can now reply directly to case update emails, and your comments will be added to the case log. Our engineers will be notified immediately when a customer update is received.

14. Who should I contact if I can't submit a case through the SelfServe Portal?

If you encounter issues, you can send your request to case@gcxworld.com (use the attached email template) or call the GCX GNOC at +44 208 282 1599.

15. Will email requests still be supported?

Yes, if you are unable to use the portal, you can submit requests via email. Simply use the provided template and send it to case@gcxworld.com.

Once your request is received, a ticket will be automatically created, and you'll receive an email confirmation with the case number.

16. Can I still send requests to the GNOC email (gnoc@gcxworld.com)?

No. All ticket creation now occurs through the new platform for quicker support. Please use the [SelfServe Portal](#).

Alternatively, please email case@gcxworld.com with the provided template.

17. Why can't my company contacts open cases on the new platform?

To meet global data protection and security standards, only registered customer contacts can submit case requests.

Please log in to the [SelfServe Portal](#) and update your contact information in the Contacts tab. Changes will take up to 24 hours to take effect.

18. What should I do if I don't have login access to the GCX SelfServe Portal?

Please contact the GCX GNOC (gnoc@gcxworld.com) or call +44 208 282 1599 for assistance.