

## Service Tickets

# productdesc

**Issue** 02  
**Date** 2022-11-23



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# 1 What Is Service Tickets?

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Service Tickets enables you to seek after-sales support from Huawei Cloud and track the issue handling progress in a timely manner.

- By default, the Ticket Policy function is disabled and all the IAM users have the permission to create service tickets.
- If the Ticket Policy function is enabled, IAM users can create service tickets only after they are assigned with required permissions. For how to assign permissions to IAM users, see [Creating a User and Assigning Permissions](#).

## Accessing Service Tickets

You can access Service Tickets using a web-based management console or through HTTPS APIs.

- HTTPS APIs

If you need to integrate Service Tickets into a third-party system for secondary development, use APIs to access Service Tickets. For details, see [Service Tickets API Reference](#).

- Management console

If no integration with a third-party system is needed, use the management console. Log in to the management console and click **Service Tickets** in the upper right corner. If you have not registered with the public cloud, click **Free Registration** to sign up for one before logging in the management console.

# 2 Functions

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Service Tickets enables you to create, query, cancel, delete service tickets as well as remind HUAWEI CLOUD engineers to handle your service tickets.

# 3 Personal Data Protection

To prevent your personal data, such as the username, password, and mobile number, from being obtained for unauthorized use, Service Tickets encrypts your personal data before storing it, controls access to the data, and records all operations performed on the data.

## Personal Data

The following table lists the personal data collected by Service Tickets.

**Table 3-1** Personal data

Personal Data	When Collected	Used For	Can Be Modified	Mandatory	When Deleted
Username	Synchronized from Cloud Business Center (CBC)	Used for notifying you of the service ticket processing progress	No	Yes	Deleted when you delete your account
IP address	Recorded when you call an API	Used for recording audit logs	No	Yes	Deleted when logs are cleared

Personal Data	When Collected	Used For	Can Be Modified	Mandatory	When Deleted
Authorized information	Entered on the <b>My Authorizations</b> page, such as your Huawei Cloud account, passwords, and ECS details	Used for logging in to your ECS and the management console to rectify faults. You can choose not to provide the information.	No	No	<ul style="list-style-type: none"> <li>Deleted automatically when the involved service tickets are processed</li> <li>Deleted automatically when the authorizations expire</li> <li>Deleted when you cancel the authorizations</li> </ul>
Confidential information	Entered when you create a service ticket or leave a message. The information includes your bank card number, contact address, and other confidential information.	Used for bank transfer queries and invoice mailing	No	No	Deleted automatically when the involved service tickets are processed
Email addresses	Entered when you create a service ticket	Used for notifying you of the service ticket processing progress	No	No	<ul style="list-style-type: none"> <li>Deleted automatically three months after you submit the service ticket</li> <li>Deleted automatically when the involved</li> </ul>

Personal Data	When Collected	Used For	Can Be Modified	Mandatory	When Deleted
Mobile number	Entered when you create a service ticket	Used for notifying you of the service ticket processing progress	No	No	service tickets are processed <ul style="list-style-type: none"><li>• Deleted by you proactively</li><li>• Deleted when you delete your account</li></ul>

## Storage Method

Service Tickets encrypts and stores the following personal data in the Service Tickets database: Email addresses, mobile numbers, confidential information, and authorization information.

## Access Control

Only whitelisted personnel are allowed to access your encrypted data stored in the Service Tickets database.

## API Constraints

IAM token-based authentication is required for calling Service Tickets APIs.



# 4 Permissions Management

If you need to assign different permissions to employees in your enterprise to access your service tickets, IAM is a good choice for fine-grained permissions management. IAM provides identity authentication, permissions management, and access control, securing access to your Huawei Cloud resources.

With IAM, you can use your Huawei Cloud account to create IAM users for your employees, and grant permissions to the users to control their access to specific resource types. For example, you can create IAM users for some employees and assign specific permissions to allow them to process service tickets in the same group but disallow them to create service tickets.

If your Huawei Cloud account does not need individual IAM users for permissions management, you may skip this section.

IAM can be used free of charge. You pay only for the resources in your account. For more information about IAM, see the [IAM Service Overview](#).

## Service Tickets Permissions

By default, new IAM users do not have permissions assigned. To assign permissions to a new user, you need add it to one or more groups, and attach permission policies or roles to these groups. The user then inherits the permissions from these groups and can perform specified operations on cloud services.

Service Tickets is a global service and can be accessed without specifying a physical region. Service Tickets permissions are assigned in the Global project, and you do not need to switch regions when accessing Service Tickets.

**Table 4-1** lists all the system-defined roles supported by Service Tickets.

**Table 4-1** System-defined roles supported by Service Tickets

Role	Description	Type
Ticket Administrator (Global)	Administrator permissions for Service Tickets	System-defined role

Role	Description	Type
Ticket Group Operator (Global)	Permissions for processing service tickets of other users in the same group	System-defined role

The following table lists the common operations supported by each system-defined role of Service Tickets.

**Table 4-2** Common operations supported by each system-defined role

Operation	Ticket Administrator (Global)	Ticket Group Operator (Global)
Creating a service ticket	√	x
Viewing a service ticket	√	√
Adding a ticket reminder	√	√
Canceling a service ticket	√	√
Deleting a service ticket	√	√
Confirming a service ticket	√	√
Processing service tickets of other users in the same group	x	√

## Helpful Links

- [IAM Service Overview](#)
- [Creating a User and Assigning Permissions](#)

# 5 Change History

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Date	Description
2020-01-20	This issue is the fourth official release. Optimized <b>Permissions Management</b> .
2019-10-15	This issue is the third official release. Added <b>Personal Data Protection</b> .
2019-09-23	This issue is the second official release. Modified the document structure.
2018-08-30	This issue is the first official release.