Professional Services

User Guide

Issue	01
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Contents

1 My Services

1.1 Viewing a Service

Scenario

View the service information, status, and in-process deliverables to know about the service details and progress.

Constraints

An administrator account (main account) can view the service tickets of its IAM users. However, an IAM user cannot view service tickets of its administrator account.

Procedure

Step 1 Log in to the **management console**.

Step 2 On the top menu bar, choose **Support** > **Professional Services**.

The **My Services** page is displayed, listing all your services.

Figure 1-1 My services
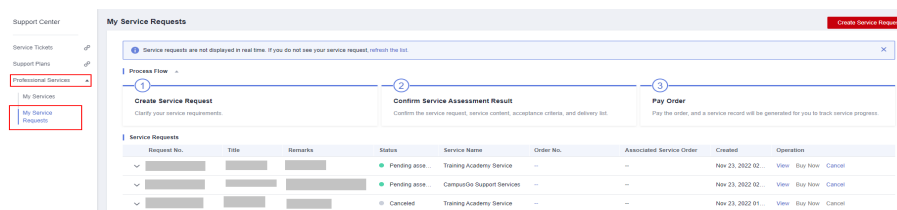
Step 3 Locate the service you want to view. Click **View** in the **Operation** column.

Figure 1-2 Viewing my service

Step 4 The service details page contains:

● Basic information: service number, cloud service type, order number, status, and service content

● Operation records: operation history of the service

Figure 1-3 Viewing service details
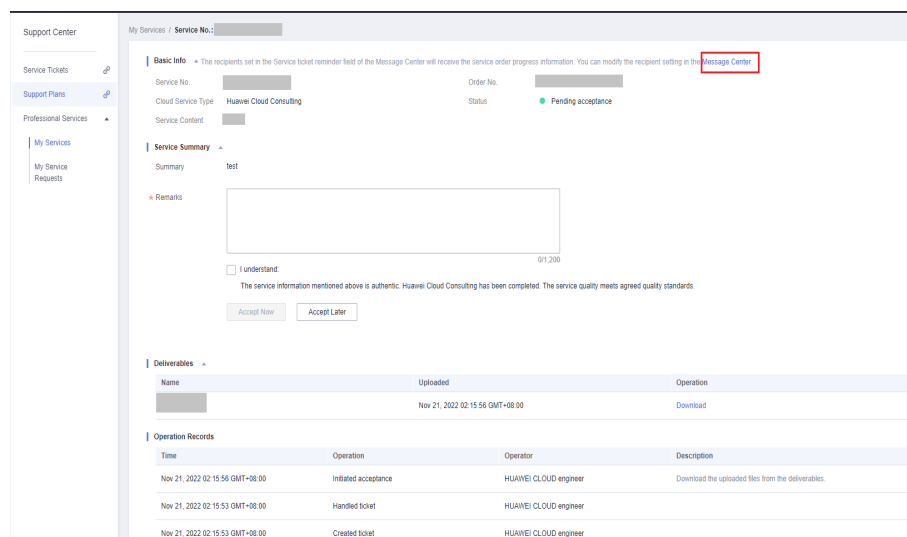
📖 **NOTE**

You can change the phone number and email address of the recipient in **Message Center**.

----End

1.2 Accepting a Service

Scenario

Accept services in the pending acceptance status.

Constraints

Only an administrator account or an account that has permissions on related service tickets can accept services.
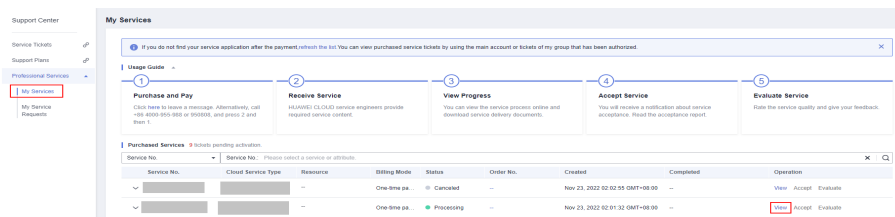
Procedure

Step 1 Log in to the **management console**.

Step 2 On the top menu bar, choose **Support** > **Professional Services**.

The **My Services** page is displayed, listing all your services.

Step 3 Locate a service in pending acceptance state. Click **Accept** in the **Operation** column.

Step 4 Check the service information in the **Service Summary** area.

To obtain service reports, click **Download** in the **Operation** column in the **Deliverables** area.

Step 5 Accept the service

- If the service meets the delivery standards, enter remarks and select **I understand: The service information mentioned above is authentic.** *XXX* **has been completed. The service quality meets agreed quality standards**. Click **Accept Now**.

Figure 1-4 Accept now
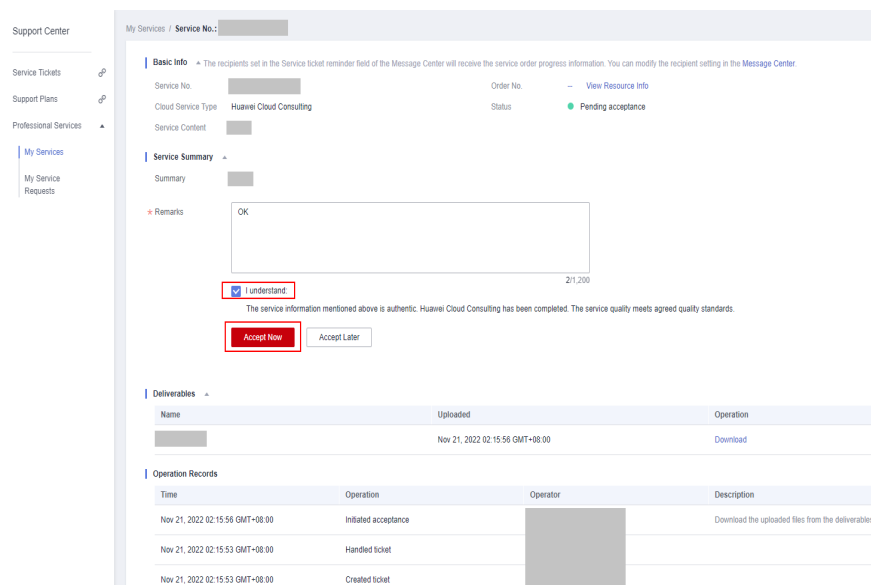
- If the service does not meet the delivery standards, or if you cannot accept it now due to other reasons, you can accept the service later.

Click **Accept Later**. Enter your reason and click **OK**.

Figure 1-5 Accept later
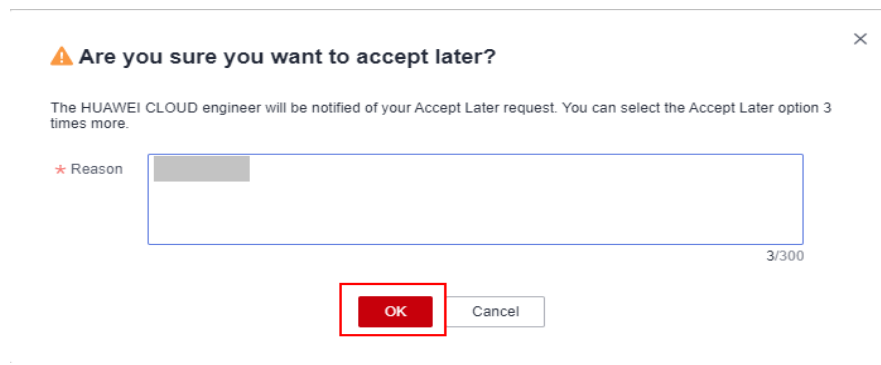
📖 **NOTE**

For the Managed Detection Response (MDR) service, you need to accept your service within 10 days after the acceptance is initiated. Otherwise, the service is considered to be accepted.

----End

1.3 Evaluating a Service

Scenario

Evaluate accepted services.

Procedure

Step 1 Log in to the **management console**.

Step 2 On the top menu bar, choose **Support** > **Professional Services**.

The **My Services** page is displayed, listing all your services.

Step 3 Locate a service in the **Completed** state. Click **Evaluate** in the **Operation** column.

Figure 1-6 Evaluating a service

Step 4 In the **Service Rating** area, rate each dimension, enter comments, and click **Submit**.

The dimensions include complete solution, professional implementation, and timely responses.

Figure 1-7 Service rating

----End

2 My Service Requests

2.1 Creating a Service Request

Scenario

Create a service request.

Constraints

Currently, only a request for Cloud Migration Service can be created.

Procedure

Step 1 Log in to the **management console**.

Step 2 On the top menu bar, choose **Support** > **Professional Services**.

Step 3 In the navigation bar on the left, click **My Service Requests** under **My Services**.

Step 4 Click **Create Service Request** in the upper right corner.

Figure 2-1 Creating a service request
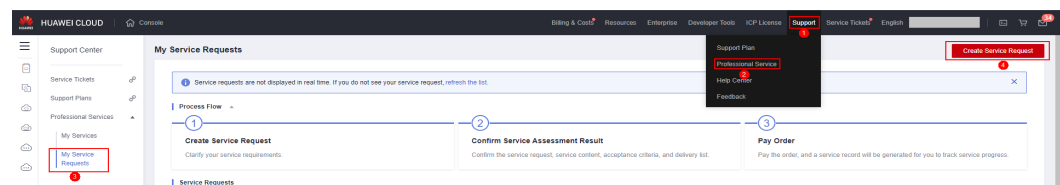
Step 5 Configure parameters.

Figure 2-2 Configuring parameters

Step 6 Select **I have read and agree to the Privacy Statement**. Click **Submit**.

Step 7 In the displayed dialog box, click **Yes**.

The message "Creating your service request... You will go to the service request list page in 10 seconds." is displayed.

----End

📖 **NOTE**

After a service request is created, the service request status will change to **Pending assessment**.

2.2 Viewing a Service Request

Scenario

View the details of a service request.

Procedure

Step 1 Log in to the **management console**.

Step 2 On the top menu bar, choose **Support** > **Professional Services**.

Step 3 In the navigation bar on the left, click **My Service Requests** under **My Services**.

The list displays all your service requests.

Figure 2-3 My service requests
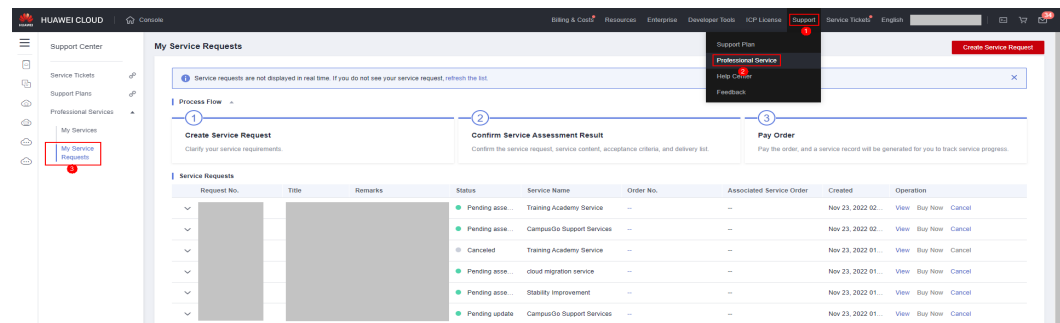
Step 4 Locate the target service request. Click **View** in the **Operation** column.

Step 5 The service request details include (the Cloud Migration Service is usd as an example):

- Basic information: request number, service name, status, order number, title, and associated service.

- Service request information: service type, migration team location, start time, end time, applications to migrate, migration link, and migration content.

- Service content: service item, service content, acceptance criteria, and delivery list.

📖 NOTE

– If the service request status is **Pending assessment**, the service request is not accepted.

– If the service request status is **Under assessment**, the feasibility of the service request is being evaluated.

– If the service request status is **Canceled**:

1. The feasibility evaluation failed, and the service request is canceled. Click **View** in the **Operation** column to view the rejection reason in the feedback information.

2. If you do not complete the payment in three days, the request will be automatically canceled.

– If the service request status is **Payment processing**, the payment is being processed.

– If the service request status is **Completed**, the service request is accepted.

– The service content is displayed only when the status of the service request is **Pending Payment** or **Completed**.

----End

2.3 Purchasing a Service

Scenario

When a service request passes the evaluation and is in the **Pending Payment** state, you can purchase the service.

Procedure

Step 1 Log in to the **management console**.

Step 2 On the top menu bar, choose **Support** > **Professional Services**.

Step 3 In the navigation bar on the left, click **My Service Requests** under **My Services**.

The list displays all your service requests.

Step 4 Locate a service request in the **Pending order placement** status. Click **Buy Now** in the **Operation** Column.

Figure 2-4 Purchasing a service
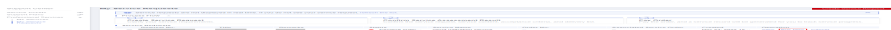
Step 5 Select **I have read and agree to the Privacy Statement**. Click **Submit**.

Step 6 Select a payment mode.

----End

📖 **NOTE**

You can click **Cancel** to cancel your service request.

3 Personal Data Protection

To prevent personal data (such as your IP address, mobile number, and email address) from being accessed by unauthorized parties, each professional service encrypts the data before storing it. It also controls access to the data and logs all operations accessing the data.

Personal Data to Be Collected

Table 3-1 lists the personal data generated or collected by professional services.

Table 3-1 Personal data to be collected

Data	How to Collect	Modifiable	Mandatory	When to Delete
IP address	Recorded when you call an API	No	Yes	Deleted when logs are cleared
			Used for recording audit logs	
	Recorded when you apply for the delivery of the MDR service.	No	Yes	When you apply for delivery of the MDR service:
			The website domain name and IP address are necessary for the delivery of the MDR service.	• If you select to reserve your IP address, the system will keep the IP address until your account is deregistered. • Otherwise, the system will not keep your IP address.

Data	How to Collect	Modif iable	Mandatory	When to Delete
Provin ce/ City	Recorded when you buy Compliance Assistant	No	Yes	Deleted automatically when the Compliance Assistant you requested is delivered.
			Necessary for the delivery of Compliance Assistant	
Mobil e numb er	Recorded when you buy Compliance Assistant	No	Yes	Deleted automatically when the Compliance Assistant you requested is delivered.
			Necessary for the delivery of Compliance Assistant	
Email addre ss	Recorded when you buy Compliance Assistant	No	No	Deleted automatically when the Compliance Assistant you requested is delivered.
			Optional for the delivery of Compliance Assistant	

Personal Data Storage

Personal data is encrypted before being stored.

Access Permission Control

Only whitelisted accounts are allowed to access your data.

API Constraints

IAM token-based authentication is required for calling APIs.

4 Change History

Date	Description
2021-11-24	This issue is the fifth official release. Added constraints in **Viewing a Service** and **Accepting a Service**.
2021-08-12	This issue is the fourth official release. Updated the screenshots.
2020-12-21	This issue is the third official release. Added **Creating a Service Request**. Added **Viewing a Service Request**. Added **Purchasing a Service**.
2020-03-30	This issue is the second official release. Added **Personal Data Protection**.
2019-09-30	This issue is the first official release.