

Process Guide: Requesting Teams Events Hosting Assistance via Engage Centre

A Step-by-Step Guide for Customers

Introduction

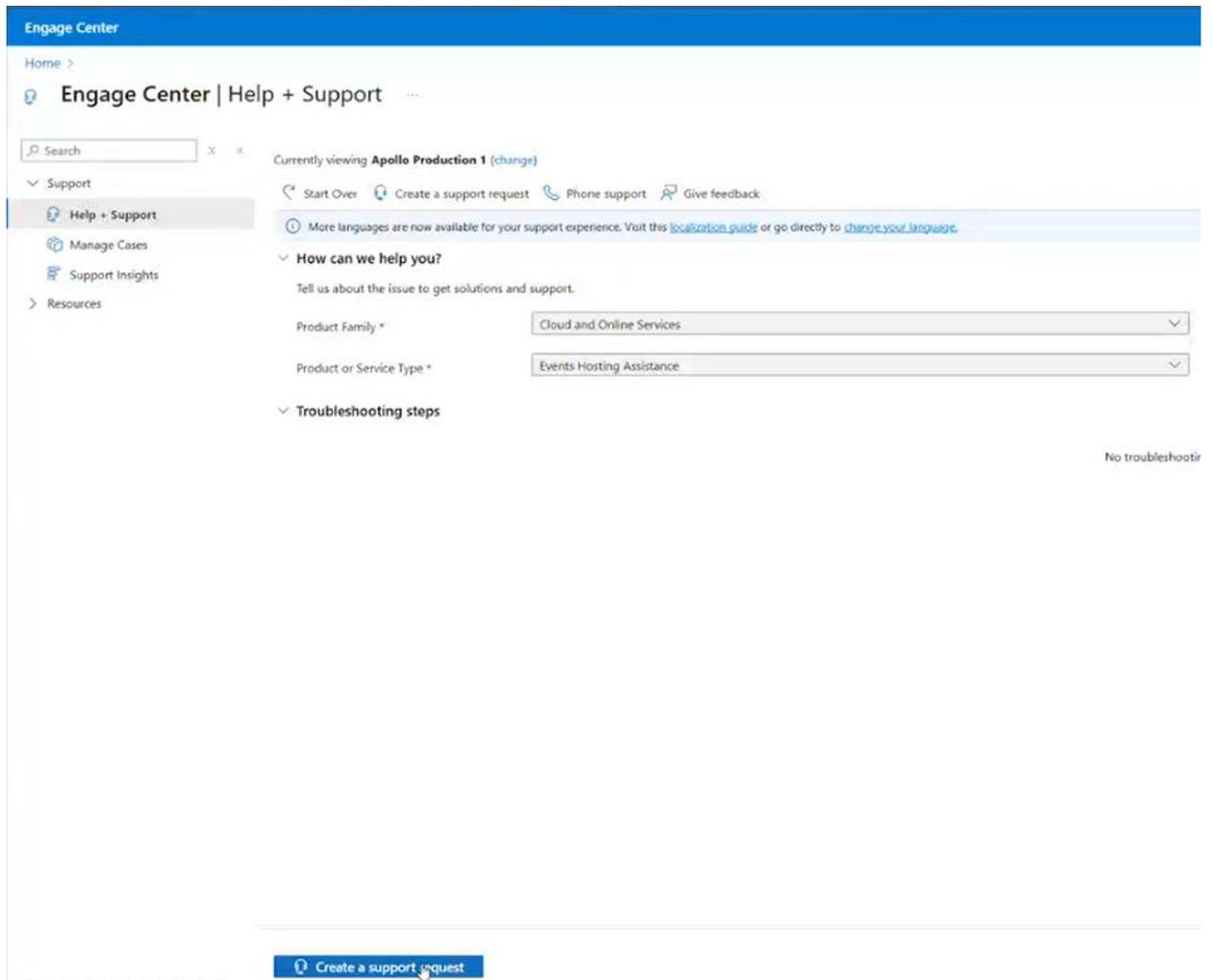
This guide explains how customers with Unified Contracts can request Teams Events Hosting assistance through the Engage Centre, ensuring an efficient support process from request to resolution.

Note: Please be aware that you need to submit this request at least 2 weeks prior to your Event – the Team Hosting Services Team and your CSAM will reach out to you once this is received to ensure you have those services in place.

Note: This process is only for customers seeking Teams Events Hosting assistance, not for submitting reactive support cases.

1. Accessing the Engage Centre

1. Please go to (<https://EngageCenter.microsoft.com>) log in the Engage Centre portal using your credentials.
To let event managers and hosts submit requests to the portal, follow these steps. ([User Management - Microsoft Engage Center \(Services Hub\) | Microsoft Learn](#))
2. Upon successfully login, you will be directed to the main dashboard go to the Help +Support menu, expand the **How can we help you Section**.
3. You will see product family - Select **Cloud and Online Services**, you will then see Product Service type – Select **Events Hosting Assistance**,
4. Then click the Create a Support request as shown below.



1. You will be prompted to give a summary of the request example: I need help with Hosting a Teams Townhall or Webinar then click next.
2. The Problem details page will come up this is where you will specify what help you need in the problem details info. Please provide a short description of the type of service you need – a day or multiple days of services to help you prepare, or host your Townhall or webinar events
3. **Next, please be sure to follow these below steps** to ensure your request is routed to the Teams hosting services otherwise the request will be misrouted and will take longer to get assistance.
 1. Support Plan = **Unified Enterprise Advisory Support**
 2. Severity = **B**
 3. Preferred contact method = **Email**
 4. Your availability = **Only during business hours**
 5. Click Next

New support request ...

📎 You can upload up to 5 attachments. 1GB maximum per file.

Types of Support

Support Plan *
 Unified Enterprise Problem Resolutn
 Unified Enterprise Advisory Support

Severity *
B - Moderate impact

Preferred contact method *
 Phone
A Support engineer will contact you over the phone
 Email
A Support engineer will contact you over email

Your availability *
 Only during business hours
 24/7 support

Contact Information

First Name *
Jeremy

Last Name *
Hayes

Email *
jhayes@microsoft.com
📎 Check that this email is your preferred contact for this support request.

Phone

Country *
United States of America

Timezone *
UTC-08:00 Pacific Standard Time

Additional Contacts

[Previous](#) [Next](#)

4. The final step is to review your submission and click submit

New support request ...

✔ Problem Description ✔ Additional Details ✔ Review + Create

Review the information you provided before submitting your support request.

Problem Description

Product or Service Type	Events Hosting Assistance
Problem Type	
Problem Subtype	
Summary	I need help hosting a Teams Town Hall

Problem Details

Additional Details	I need help with a Teams Town Hall
Attachments	

Support Method

Support Plan	Unified Enterprise Advisory Support
Severity	B - Moderate impact
Preferred contact method	Email
Your availability	Only during business hours

Contact Info

First Name	Jeremy
Last Name	Hayes
Email	jhayes@microsoft.com
Phone	
Country	US
Timezone	Pacific Standard Time
Additional Contacts	

Terms, conditions, and privacy policy

By clicking "Submit" you agree to the [Microsoft Services Agreement](#) and [Microsoft Privacy Statement](#)

4. Confirmation and Tracking

1. Once your request is submitted, you'll get a confirmation message on screen and by email with a reference number.
2. Check your request status anytime in the Engage Centre dashboard under "My Requests" or "Service Requests".

5. Communication and Updates

1. After your case is assigned, a Teams Events Hosting Assistance team member will review it and contact you and your CSAM to confirm you have the correct VBD for your request.

2. Your CSAM may follow up to discuss next steps. Once the right VBD is confirmed, the Teams Events Hosting assistance team will schedule an initial meeting to gather more information and outline further actions.

6. Service Delivery and Completion

1. Event Support: On the scheduled date and time, the Teams Events Hosting Assistance Team will provide the requested support for your Teams event.
2. Completion Notification: Once the service is delivered, you will receive a completion notification and a feedback survey to rate your experience.

7. Support and Troubleshooting

1. Help Resources: If you encounter issues during the request process, access the Engage Centre's help section for FAQs and troubleshooting tips.
2. Contact Support: For immediate assistance, use the "Contact Support" feature within the Engage Centre or call the customer support hotline provided on the platform.

Conclusion

Customers can quickly request Teams Events Hosting help via the Engage Centre. For additional support, contact your Customer Success Account management team.