

## cloudscout.one what's next CW 39

### Product: Advanced Threat Protection - Office 365

This report contains items, where the 'check before' dates are in the current month and items with upcoming 'check before' dates for the next two months. This is an update-report containing only new or changed items during CW 39.

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#### What's next to do Major Items

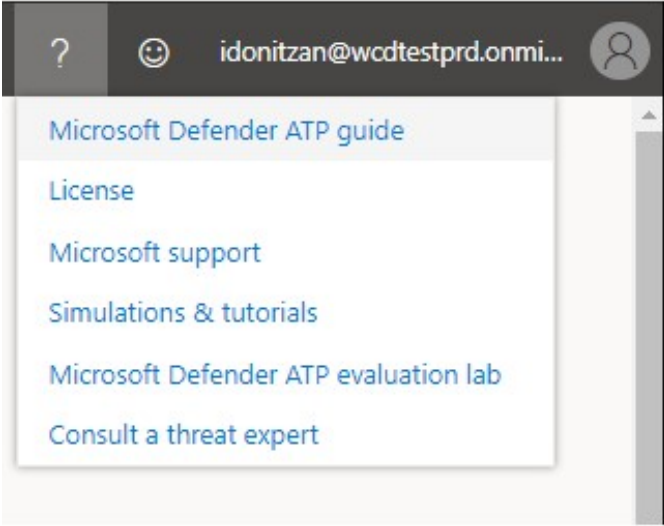


#### What's next to do normal Items

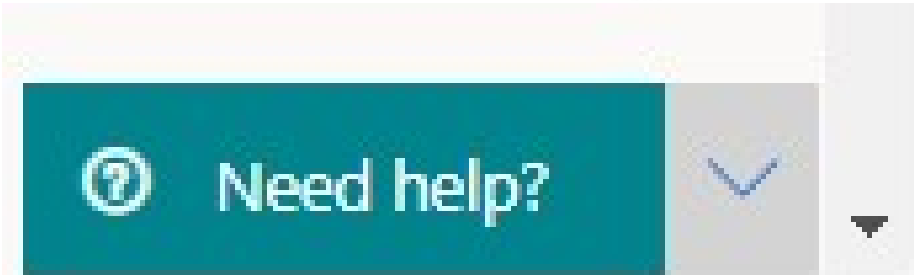
| <b>Reminder: Change in Process to Contact Microsoft Defender ATP Support</b>   |               | <b>MC222827</b>   |
|--|---------------|---|
| As originally announced in MC218778 (July '20) the process for opening support cases for Microsoft Defender ATP has changed with the availability of the new support widget. We completed rolling out the change in mid-September. Additionally, we wanted to provide additional guidance on which roles are needed to submit a Support request. | check before: | <b>10/01/2020</b>   |
|  | Status:       |   |
|  | Created:      | 09/25/2020  |
|  | Product:      | Defender, Advanced Threat Protection - Azure (ATP), Advanced Threat Protection - Office 365, Azure Advanced Threat Protection |
|  | Platform:     | World tenant, Online, Web   |
|  | Scope:        | Administration, AI, Security  |
|  | Ring:         |   |
| Type:  | Admin impact  | Tenant:   |

|                                 |   |
|---------------------------------|---|
| <b>Links</b>                    | MC218778  |
| <b>Pictures in MC</b>           | <a href="http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AI?ver=7a1f">http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AI?ver=7a1f</a><br><a href="http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4CcKo?ver=ec6a">http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4CcKo?ver=ec6a</a><br><a href="http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AL?ver=ff03">http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AL?ver=ff03</a><br><a href="http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4ChUH?ver=7379">http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4ChUH?ver=7379</a>  |
| <b>Docu to check</b>            | Working instructions for IT Support, Service Description  |
| <b>Linked Item Details</b>      | MC218778 Title : Microsoft Defender ATP support case submission experience  |
| <b>MS Preperations</b>          | <p>You may consider updating your training and documentation as appropriate.</p> <p>For more information on which roles have permission see, "<a href="https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/directory-assign-admin-roles#security-administrator-permissions">https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/directory-assign-admin-roles#security-administrator-permissions</a>" Security Administrator permissions. Roles that include the action "microsoft.office365.supportTickets/allEntities/allTasks" can submit a case.</p> <p>For general information on admin roles, see "<a href="https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/about-admin-roles?view=o365-worldwide">https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/about-admin-roles?view=o365-worldwide</a>" About admin roles.</p>   |
| <b>MS How does it affect me</b> | <p>Administrators can use this widget to:</p> <ul style="list-style-type: none"> <li>Find solutions to common problems</li> <li>Submit a support case to the Microsoft support team</li> </ul> <p>Note: At a minimum, one must have the Service Support Administrator OR Helpdesk Administrator role in order to open a case.</p> <p>Accessing the new support widget can be done in one of two ways:</p> <ul style="list-style-type: none"> <li>Clicking on the question mark on the top right of the portal and then clicking on "Microsoft support"</li> <li>Clicking on the "Need help?" button in the bottom right of the Microsoft Defender Security Center:</li> </ul> <p>In the widget you will be offered two options:</p> <ul style="list-style-type: none"> <li>Find solutions to common problems</li> <li>Open a service request</li> </ul> <p>The "find solutions to common problems" option includes articles that might be related to the question you may ask. Just start typing the question in the search box and articles related to your search will be surfaced.</p> <p>In case the suggested articles are not sufficient, you can open a service request.</p> <ul style="list-style-type: none"> <li>Open a service request</li> </ul> <p>This option is available by clicking the icon that looks like a headset.</p> <p>You will then get the following page to submit your support case</p> <p>On this page, you fill in a title and description for the issue you are facing, as well as a phone number and email address where we may reach you. You may also include up to five attachments that are relevant to the issue in order to provide additional context for the support case. Finally, you select your time zone and an alternative language, if applicable. The request will be sent to Microsoft Support Team. We will respond to your service request shortly.</p> |

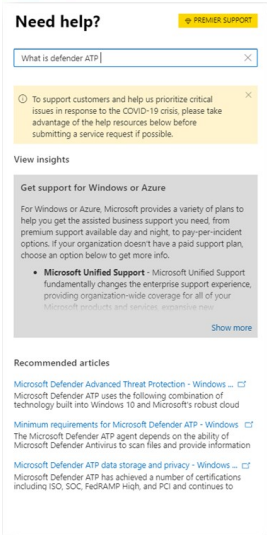
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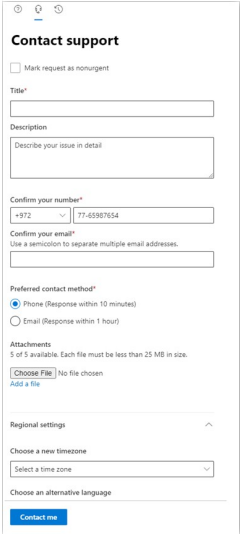
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