

Incident Requests

If an issue is too severe or urgent to be resolved through a regular customer service request, an incident can be reported via the [Adhese Customer Service Portal](#).

By default, the request will be raised on behalf of the person who is creating the incident.

The following fields are required for the incident:

- A short description of the incident.
- All impacts and symptoms relating to the incident must be selected from the provided list.
- The business impact should be selected from the dropdown menu.
- A more detailed description should include information such as the IDs of affected campaigns, website URLs, etc.
- Attachments such as screenshots, reports, etc...

To help the Support team handle your request as effectively as possible, please provide the necessary information as accurately and completely as possible.

Depending on how you fill in the form, an on-call Support team member will be notified and will immediately take a look at the incident. Please fill in the form as correctly as possible so on-calls are only triggered when necessary.



Incident

Required fields are marked with an asterisk *

Raise this request on behalf of *


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✕

Please use this form to report an issue you are currently experiencing on the platform.

- Choose **one or more** impacted areas and select **all symptoms** that apply.
- Indicate the **business impact** as you experience it.
- If you are unsure, choose the option that feels closest — we will validate and adjust if needed.

Short Description *

Impact & Symptoms

Impact - Ad Serving (decision & execution layer)

- ☐ No impressions are tracked
- ☐ No clicks are tracked
- ☐ Ads are displaying on the wrong position
- ☐ Ads are not being displayed / served
- ☐ Ads are served but delivery volume is far below expected
- ☐ Targeting not applied correctly

Impact - Platform Access & Permissions

- ☐ Users can log in but cannot access expected data
- ☐ Permission / role issue
- ☐ One user affected
- ☐ No users can log in (authentication)
- ☐ Multiple users affected

Impact - Delivery Channels

- ☐ Playlist is displaying incorrectly
- ☐ Delivery Channel integration failing (ex. DOOH, SPA, Display, ..)
- ☐ Ads are displaying incorrectly (severely)
- ☐ Delivery is delayed or intermittent

Impact - Campaign Management

- ☐ UI is unresponsive or frozen
- ☐ Campaign creation is broken
- ☐ Campaign updates not saving
- ☐ Campaign status cannot be changed (pause/start)
- ☐ Budget or targeting cannot be edited

Impact - Reporting & Insights

- ☐ Campaign reporting is unavailable (delivery continues)
- ☐ Severe discrepancies between reports
- ☐ Reporting delayed

Business Impact *

Select...

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Campaigns delivering but below agreed KPIs

Users unable to perform core operational tasks

Revenue directly impacted

Reporting only

Minor inconvenience

Attachments

 Drop files to attach or [browse](#)

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