

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.

Incident

Required fields are marked with an asterisk *

Raise this request on behalf of *

 Bart De Wachter (bart.dewachter@adheselogo.eu)  

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


<p>Impact - Ad Serving (decision & execution layer)</p> <ul style="list-style-type: none"> <input type="checkbox"/> No impressions are tracked <input type="checkbox"/> No clicks are tracked <input type="checkbox"/> Ads are displaying on the wrong position <input type="checkbox"/> Ads are not being displayed / served <input type="checkbox"/> Ads are served but delivery volume is far below expected <input type="checkbox"/> Targeting not applied correctly 	<p>Impact - Platform Access & Permissions</p> <ul style="list-style-type: none"> <input type="checkbox"/> Users can log in but cannot access expected data <input type="checkbox"/> Permission / role issue <input type="checkbox"/> One user affected <input type="checkbox"/> No users can log in (authentication) <input type="checkbox"/> Multiple users affected 	<p>Impact - Delivery Channels</p> <ul style="list-style-type: none"> <input type="checkbox"/> Playlist is displaying incorrectly <input type="checkbox"/> Delivery Channel integration failing (ex. DOOH, SPA, Display, ..) <input type="checkbox"/> Ads are displaying incorrectly (severely) <input type="checkbox"/> Delivery is delayed or intermittent 	<p>Impact - Campaign Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> UI is unresponsive or frozen <input type="checkbox"/> Campaign creation is broken <input type="checkbox"/> Campaign updates not saving <input type="checkbox"/> Campaign status cannot be changed (pause/start) <input type="checkbox"/> Budget or targeting cannot be edited 	<p>Impact - Reporting & Insights</p> <ul style="list-style-type: none"> <input type="checkbox"/> Campaign reporting is unavailable (delivery continues) <input type="checkbox"/> Severe discrepancies between reports <input type="checkbox"/> Reporting delayed
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Business Impact *

Select...

- 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](#)

Revision #3

Created 11 May 2026 13:31:22 by Casper Steuperaert

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