

My Autobiography:- Hi My name is matt, i lives in Texas with my family, am graduate engineer working in Reputed Software company with decent package. i would like to explore the world during my holidays, am happy with what ever i have. My native was India, my grandparent where from Hyderabad City of Telangana State, i would like to visit Hyderabad in next couple of months to experience my grandparents lifestyle happy to see interact with you all thank you.

Test Objective: When user creates the Inquiry with Inquiry Type as MEDCOMM for the HCP Customer Type and mark it to the TISL Escalation then verify the below people receive an Email after 96 hours (4 days) with the below specifications: Verify the Email Body shows as below: [Follow-Up Required] Escalation Outstanding After 4 Days

The Genentech Trial Information Support Line (TISL) has indirect access to Veeva in which we can provide requesters with direct trial site information. We currently have a requester waiting for information as one of the contact fields are missing or outdated within the site level in Veeva. Please email us with the correct site contact information today as the prospective patient is pending an answer. Also, please update Veeva with the correct information for future inquiries. TISL retrieves site information directly from Veeva's site level; the "screener/recruitment" role along with the name, phone number and email are pulled in for referrals.

-Issue: -Internal Trial Number: -Trial Name: -Site Name, Number, and Address (if applicable): -Site Contact Information Originally Provided to patient (if applicable): Please let us know if you have any follow up questions regarding this escalation. We are available Monday through Friday, 5AM – 5PM, Pacific Time (United States and Canada)