|  |  |  |
| --- | --- | --- |
| **Customer Name** | **Admin Contact** | **Mobile Number** |
| Acme Corp | John Doe (johndoe@acme.com) | +1 123-456-7890 |
| Beta Inc | Jane Smith (janesmith@betainc.com) | +1 234-567-8901 |
| Gamma LLC | Bob Johnson (bobjohnson@gammallc.com) | +1 345-678-9012 |
| Delta Co | Alice Williams (alicewilliams@deltaco.com) | +1 456-789-0123 |

Here are some best practices for handling IT support tickets:

1. [Avoid Unnecessary Tickets: If an IT issue presents itself repeatedly, develop an approved resolution and document it within the IT organization’s knowledge base1](https://www.ivanti.com/blog/it-ticket-handling-best-practices). [Users should be encouraged to self-service their IT issues using approved resolutions from the knowledge base or a customized self-service portal1](https://www.ivanti.com/blog/it-ticket-handling-best-practices).
2. [Ticket Prioritization: Your IT service desk should determine how to organize and prioritize tickets1](https://www.ivanti.com/blog/it-ticket-handling-best-practices). The most common models are:
   * [First in, first out (also called first-come, first-served), where tickets are handled in chronological order according to when the ticket was received1](https://www.ivanti.com/blog/it-ticket-handling-best-practices).
   * [Prioritize based on urgency2](https://www.deskxpand.com/blog/support-handling-best-practices/).
3. [Ticket Creation: The process begins with the help desk agent creating a ticket for a query or concern that was raised by a user3](https://www.kaseya.com/blog/ticket-management/).
4. [Ticket Assignment: The ticket is then assigned to a support rep3](https://www.kaseya.com/blog/ticket-management/).
5. [Ticket Resolution: The rep can work on the ticket and share the updates with the user3](https://www.kaseya.com/blog/ticket-management/). [The rep is notified of any responses from the user3](https://www.kaseya.com/blog/ticket-management/). [Once the query is resolved, the ticket is closed3](https://www.kaseya.com/blog/ticket-management/).
6. [Incident Management and Request Fulfillment: Efficient customer support involves resolving support tickets in the shortest period and according to the agreed target resolution times, known as service-level agreements1](https://www.ivanti.com/blog/it-ticket-handling-best-practices)[2](https://www.deskxpand.com/blog/support-handling-best-practices/).
7. [Knowledge Base: Support executives may also build and maintain a knowledge base to support ticket handling best practices to collect information about known issues and help reduce resolution times for similar tickets1](https://www.ivanti.com/blog/it-ticket-handling-best-practices)[2](https://www.deskxpand.com/blog/support-handling-best-practices/).

[Remember, inefficient ticket handling processes can lead to SLA breaches, where an unaddressed IT issue ends up causing unplanned service downtime that impacts customers of the business1](https://www.ivanti.com/blog/it-ticket-handling-best-practices). [Lost or mismanaged tickets and unnecessary escalations can also lead to excess costs1](https://www.ivanti.com/blog/it-ticket-handling-best-practices).

1. Getting Started:
   * “How to Install MedTech Pro on Your Workstation”: This guide provides step-by-step instructions on how to install MedTech Pro on your workstation. It covers system requirements, download instructions, and installation process.
2. Product Documentation:
   * “Understanding the Dashboard of MedTech Pro”: This manual provides a comprehensive overview of the MedTech Pro dashboard. It explains each feature in detail and provides examples of how to use them.
3. Troubleshooting Guides:
   * “Resolving Connectivity Issues in MedTech Pro”: This guide provides solutions to common connectivity issues in MedTech Pro. It includes steps to diagnose network problems, check server status, and troubleshoot common error messages.
4. FAQs:
   * “How Do I Reset My Password in MedTech Pro?”: This FAQ provides instructions on how to reset your password in MedTech Pro. It includes steps to verify your identity, reset your password, and log in with your new password.
5. Tips & Tutorials:
   * “Best Practices for Data Entry in MedTech Pro”: This tutorial provides tips and best practices for data entry in MedTech Pro. It covers topics like using templates, avoiding common mistakes, and optimizing data entry speed.
6. Updates & Releases:
   * “New Features in the Latest Update of MedTech Pro”: This document provides information about the new features in the latest update of MedTech Pro. It includes a description of each new feature, instructions on how to use it, and tips for getting the most out of it.
7. Contact Information:
   * “Contacting the MedTech Pro Support Team”: This page provides contact information for the MedTech Pro support team. It includes phone numbers, email addresses, and operating hours.

Please note that these are fictitious names and email addresses and are used for illustrative purposes only. Replace them with your actual data.

**# How to Install MedTech Pro on Your Workstation**

**## Prerequisites**

Before you begin, ensure that your workstation meets the following requirements:

- Operating System: Windows 10 or later

- RAM: 4GB or higher

- Hard Disk Space: At least 2GB of free space

**## Installation Steps**

1. **\*\*Download the Installer\*\***

- Visit the official MedTech Pro website.

- Navigate to the 'Downloads' section.

- Click on the 'Download' button for the latest version of MedTech Pro.

2. **\*\*Run the Installer\*\***

- Locate the downloaded file in your 'Downloads' folder.

- Double-click on the file to run the installer.

3. **\*\*Follow the Installation Wizard\*\***

- The MedTech Pro Installation Wizard will open.

- Click 'Next' to proceed with the installation.

- Accept the terms and conditions, then click 'Next'.

4. **\*\*Choose Installation Location\*\***

- Select the destination folder where you want MedTech Pro to be installed, then click 'Next'.

5. **\*\*Install\*\***

- Click 'Install' to begin the installation process. The installer will show the progress of the installation.

6. **\*\*Finish Installation\*\***

- Once the installation is complete, click 'Finish'. You may be prompted to restart your computer.

**## Post-Installation Steps**

After installing MedTech Pro, you might need to configure it according to your needs. Refer to the 'Configuration Guide' on the MedTech Pro website for detailed instructions.

**## Troubleshooting**

If you encounter any issues during the installation, please refer to the 'Troubleshooting Guide' on the MedTech Pro website or contact our support team.

Congratulations! You have successfully installed MedTech Pro on your workstation.

**# Resolving Connectivity Issues in MedTech Pro**

**## Introduction**

This guide provides steps to troubleshoot and resolve connectivity issues you might encounter while using MedTech Pro.

**## Step 1: Check Your Internet Connection**

Ensure that your workstation has a stable internet connection. Try accessing other websites to confirm.

**## Step 2: Restart MedTech Pro**

Close the MedTech Pro application and restart it. Sometimes, a simple restart can resolve connectivity issues.

**## Step 3: Check MedTech Pro Server Status**

Visit the MedTech Pro official website to check if there are any reported server outages.

**## Step 4: Update MedTech Pro**

Ensure that you are using the latest version of MedTech Pro. Outdated versions may have issues that have been resolved in newer releases.

**## Step 5: Disable Firewall/Antivirus Temporarily**

Sometimes, your firewall or antivirus software may block the application from accessing the internet. Try disabling these temporarily to see if it resolves the issue. Remember to enable them back afterwards.

**## Step 6: Contact Support**

If the issue persists, please contact our support team. Provide them with details about the issue, any error messages you've received, and the troubleshooting steps you've already taken.

**## Conclusion** Connectivity issues can be caused by various factors. This guide provides general steps to resolve them. Always ensure your workstation's internet connection is stable and you're using the latest version of MedTech Pro.

**SOP for Unlock and Affiliation Requests**

**Affiliation Requests – Steps to be followed/performed as needed.**

1. Affiliation requests can be received through one of the channels
   1. Customer sends email to [abc@sdf.com](mailto:abc@sdf.com)
   2. Answer connect call
   3. Contact us form
   4. Through project PMs
2. Create HubSpot ticket and send acknowledgement to the customer.
3. The support team performs the basic validation of the request by verifying the existing access and affiliations for the user.
   1. Validate Exception # 2
   2. If the user email domain is not found in the allowed email list for that customer, then follow the procedure in Exception # 1.
4. Verify the admin contacts for the customer.
5. Support team to send email to customer admin contacts copying requested user in email (in cc). In the email confirm the following:
6. Whether the admin wanted to process the user request at their end or need Fovea support to process the request
7. If lkj support team to process the request, confirm the necessary access to be granted, which includes role, source systems to be affiliated.
8. Based on the response from the customer admin, lkj support team performs the following:
9. If the customer admin takes care of the user request at their end, then put the ticket on “Wait on Contact”. Wait for the admin to perform the necessary steps to affiliate the user. After Admin confirms, the HubSpot ticket will be updated, a notification email to the user to be sent, and the HubSpot ticket will be closed.
10. If the customer admin requests lkj support team to take care, then necessary affiliations to be performed, update the HubSpot ticket, and a notification email to the user to be sent. Close the HubSpot ticket.

**Unlocking Locked users: Steps to be followed/performed as needed.**

1. Unlock requests can be received through one of the channels
   1. Customer sends email to [abc@sdf.com](mailto:abc@sdf.com)
   2. Answer connect call
   3. Contact us form
   4. Through project PMs
2. Create HubSpot ticket and send acknowledgement to the customer.
3. The support team performs the basic validation of the request by verifying the existing account status for the user.
   1. Validate Exception # 2, 3 and 4
4. Verify the admin contacts for the customer.
5. Support team to send email to customer admin contacts copying requested user in email (in cc). In the email confirm the following:
   1. Whether the admin wanted to process the user request at their end or need Fovea support to process the request
6. Based on the response from the customer admin, lkj support team performs the following:
   1. If the customer admin takes care of the user request at their end, then put the ticket on “Wait on Contact”. Wait for the admin to perform the necessary steps to unlock the user. After Admin confirms, the HubSpot ticket will be updated, a notification email to the user to be sent, and the HubSpot ticket will be closed.
   2. If the customer admin requests lkj support team to take care, then necessary unlock steps to be performed, update the HubSpot ticket, and a notification email to the user to be sent. Close the HubSpot ticket.

**Exceptions**:

1. If the user email domain is not in allowed domain:
   1. And the domain is not in additional allowed vendor domain, then Support team to contact PMs and report the situation.
   2. If the domain is in additional allowed vendor domain, then contact SPM for approval to include the email domain temporarily in the master. Perform the affiliation steps and delete the entry from master after all the steps are performed.
2. For the following customers A1, A2, A3 any user requests must be redirected to their admins. When a user contacts lkjs6 admin, user needs to be notified to reach their admin for assistance.
3. If there is an urgent request for in progress projects and in case PMs approve, then support team can unlock the user.
4. If an administrator requests to unlock their account, it is necessary to obtain approval from other administrators within the same facility. If no other administrators are present in that facility, project managers should make a call to verify whether the administrator is indeed working at that location.