

Escalated Support Log Digest

SSRS report sent via email to
3500 Solution Engineers
weekly.

Personalized weekly report that
intelligently summarizes fix
details for escalated software
issues that must get installed
in customer systems, often
paired with additional
configuration and clean-up
steps.

Data Anonymized & Blurred For Confidentiality

Background

- Solution Engineers at Epic are responsible for ensuring customers can have successful implementations and support of Epic products
- When Epic escalates a software issue, Solution Engineers for the primary affected product must partner with the necessary customer IT teams and executives to ensure proper workarounds are in place until released fixes are installed in customer environments.
- Support Logs are used to track communication with customers. Once all fixes are installed in production environments, the support log can be closed.
- The average Solution engineer may have 8-10 open escalated logs at any given time per customer - most Solution Engineers oversee support for 4-6 customers

Example Report

- SLG - Support Log
- Main issue escalated using a parent log, child logs are used to communicate to customers
- Process names, issue IDs and customer IDs are randomized
- Personalized report for each solution engineer

Escalated Child SLG Weekly Digest				
You have 10 open escalated child SLGs, 9 with actionable next steps. Use this report to identify the SLGs you should act on now.				
Download available fixes to Excel				
Actionable SLGs	Fix Available	Fixes in PROD	Fixes in Next Upgrade	Needs Update
Process #12	1	0	0	1
Process #2	1	1	1	1
Process #13	1	0	0	1

Escalated Issue 5530941 Parent SLG 5530941	
Customer 1060	
Needs Update	SLG ##### (On Hold) Edit View
Next update date has passed. Check to see if SLG can be closed as resolved or add a post, update SLG status or set next update date.	Last update: 01/21/21 Next update: 03/26/21

Escalated Issue 5679886 Parent SLG 5679886	
Customer 841	
Fixes in PROD	SLG ##### (Cust-In Prog) Edit View
Verify fixes are installed in production; then help your customer complete required data clean-up before closing SLG.	Last update: 01/19/21 Next update: not set
PROD Feb '20	<div>In Production</div> <div>Installed in PRD on [REDACTED]</div>
UPGRADE Aug '20 on [REDACTED]	<div>Testing</div> <div>In non-prd as of [REDACTED]</div>

Escalated Issue 5697236 Parent SLG 5697236	
Customer 841	
Fix Available	SLG ##### (On Hold) Edit View
Coordinate fix delivery; then help your customer complete required build steps and data clean-up before closing SLG.	Last update: 01/25/21 Next update: 02/15/21
PROD Feb '20	<div>w/ Next Pack</div> <div>Not on a RA</div>
UPGRADE	<div>Testing</div> <div>In non-prd as of [REDACTED]</div>

Digest Key Features

1. Summary statement of what you can do
2. If fixes are available, but not sent, you can click a link that will open a flat file of the issues that you need to deliver - helps with coordination
3. Summary table by escalation process and action bucket
4. All issues grouped by parent escalation first
5. Subgrouping is each customer's log per parent escalation
6. What action you can take - this message is tailored to each issue as different issues have different needs and follow-up items
7. Table of fixes, development logs, delivery status and last update dates by customer's version

Escalated Child SLG Weekly Digest

You have 10 open escalated child SLGs, 9 with actionable next steps. Use this report to identify the SLGs you should act on now. [Download available fixes to Excel](#)

Actionable SLGs	Fix Available	Fixes in PROD	Fixes in Next Upgrade	Needs Update
Process #12	1	0	0	1
Process #2	1	1	1	1
Process #13	1	0	0	1

Escalated Issue 5530941 [Parent SLG 5530941](#)

Customer 1060

Needs Update

SLG ##### (On Hold)
[Edit](#) | [View](#)

Next update date has passed. Check to see if SLG can be closed as resolved or add a post, update SLG status or set next update date.

Last update: 01/21/21
Next update: 03/26/21

Escalated Issue 5679886 [Parent SLG 5679886](#)

Customer 841

Fixes in PROD

Verify fixes are installed in production; then help your customer complete required data clean-up before closing SLG.

SLG ##### (Cust-In Prog)
[Edit](#) | [View](#)

Last update: 01/19/21
Next update: not set

PROD Feb '20			In Production	Installed in PRD on
UPGRADE Aug '20 on			Testing	In non-prd as of

Escalated Issue 5697236 [Parent SLG 5697236](#)

Customer 841

Fix Available

Coordinate fix delivery; then help your customer complete required build steps and data clean-up before closing SLG.

SLG ##### (On Hold)
[Edit](#) | [View](#)

Last update: 01/25/21
Next update: 02/15/21

PROD Feb '20			w/ Next Pack	Not on a RA
UPGRADE			Testing	In non-prd as of

Outcomes & Feedback

- Saves Solutions Engineers 15 mins/week/customer (~250,000 hours annually)
- Escalated logs are closing 62% faster since this digest went live, meaning customer issues are getting resolved faster in production
- “Just wanted to let you know, I really enjoy the weekly escalated child SLG email. I brought this up at my small team meeting last week as something that was helping me improve my customer responsiveness...just wanted to make sure you know there are people out there who appreciate all of the hard work you put into it and are getting use out of it” - Radiology Solutions Engineer
- “I just want to say that I LOVE these emails. I was just waiting around for a fix on both of these child SLGs, and it was the perfect reminder to check in on them. I was able to close both of them in <5 minutes, likely a couple of weeks before I would’ve closed them otherwise. Thanks for setting this up! It’s a huge timesaver!” - Radiology Solutions Engineer