

As a Technical Analyst II, I troubleshoot PowerChart issues and leverage back-end tools to
Rev Cycle button

Upset customer/ethical decision for making sure change was okay without approval

S

Button broken for some

End user stated we would not need approval

T

Figure out why, who, when, what

A

Changed my position to test

Query > See config updated it recent

Messaged updater

Found out it was 5 positions

Query all positions and found Jeffs new path at user level

Tested new path

Reached out to SSO's to see if approval was needed

R

File path will be used for all positions going forward and prevent tickets

FRT 300 tickets

Benefit being engaged, high stress, major changes/adapting

S

FRT 3 associates

Queues at 200-300

On team for < 6 months

T

Become role coach

Get my queue down, train associates, answer calls, assist others with Q's

A

Trained 2 at the same time

Shared all materials

Had them use email templates to help update my tickets

Slowly aligned them

We had no cleared FED so was going through this too

Helped with queue scrubs to bring down queues

R

Associates became fully aligned

Got fed cleared and took on all FRT fed volume

Created strong relationships

FRT as of yesterday has 156 tickets total now

Trained about 8 different associates during FRT

OneNote

Applied learning

S

First associate in the PowerChart_FRT_DOD queue

Only FRT associate cleared for DOD

T

Learning curve for DOD and VA (processes, new teams, new tabs, pages, positions, etc)

Create documentation

A

Created a new OneNote for FED specific

New issues different from commercial would document

GUIDES, email temps, go live schedules, wikis, dragondrops, team contacts, LINKS, processe

Applied knowledge from wikis, DHA updates

Complied it all into an easy to follow OneNote

R

Shared with 13 people

Starting guide to working federal tickets

Run a DOD specific chat

Was a top federal associate and hand picked for federal roundtable with some VP's

Federal Workbook

Federal workbooks

S

Received ticket for slowness

Ticket got escalated to IRC

User not happy and had multiple tickets for this

T

Figure out who, where, when, why

A

Begin troubleshooting

Watched session back, stability, could catch on MTA

Found links to fed workbook and started digging around

R

Discovered user was on a VPN from the workbook

Had multiple CTX latency spikes that were not normal

We engaged CWX who determined it was a device issue

User got new device

Now have a very efficient way to investigate slowness/crashing

ANDYS QUEUE

Above and beyond

S

System Analyst on vacation

T

Was assigned all his tickets and needed to get rid of escalations and get communication ou

A

Go through each and give out communication (meet comm goals)

See what additional info was being waited on or needed

Transferred some, resolved some

Using wikis, past tickets etc since some were more technical than what I was used to

Pushed IP hard on an escalated ticket we were waiting for a CR on

R

Once returned all but one escalations (CR) were dealt with

Out of my queue to a new team or got resolved

Later got the last escalation closed and off the stage 8 federal burndown list

Managed my own queue at the same time

FONT (upset user)

Ethical decision

S

Ticket saying we were not 508 compliant

Upset we had no way to assist visually impaired users

T

CTX environment cannot do this. Needed to confirm we were in fact compliant

Normally this is an onsite issue

A

Searched wikis etc to learn about 508 compliant

Reached out to SSO VA channel

Given contact who said we are compliant

Learned VA has an option for 3rd party ZoomText

R

These go onsite now right away

Email template for future upset users

Able to direct VA on what is needed to have this done