

INCIDENT REPORT

SUPPORT REQUEST CCI-4338

Dear Valued Customer,

Please be aware that the ticket CCI-4338 has been resolved. As per your request, please see below incident report related to the ticket.

Ticket Open Date	2019-08-05	Ticket Resolution Date	2019-08-22
Ticket Open Time	04:47:00	Ticket Resolution Time	03:21:21
Caller Facility	Payer CWL001 Caller without License	Ticket Type	Incident
Issue Description	@@UPDATEDDESCRIPTION		
Resolution Actions Taken	@@RESOLUTIONACTIONBYBUSINESS		
Resolution Summary	@@RESOLUTIONSUMMARY		

Should you require any additional information, please don't hesitate to contact IQVIA Customer Support team at any time by email PPG-Support@IQVIA.com or phone 6005-22004/6005-48881.

Thank you!

IQVIA Customer Support team.