

Virtual Learning - Cisco WebEx Board (Spark Board) Support

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Title

Virtual Learning - Cisco WebEx Board (Spark Board) Support

Purpose:

Follow this procedure when a user reports an issue with Virtual Learning - Cisco WebEx Board (Spark Board). The Cisco WebEx Board (Formerly Cisco Spark Board) is an all-in-one whiteboard, wireless presentation screen and video conferencing system used in conjunction with Virtual Learning.

<https://www.cisco.com/c/en/us/products/collaboration-endpoints/webex-board/index.html>

Required Information to be documented in each Incident:

Contact Name	Contact Number	Clinic / Facility Number	Detailed Description of the issue.	Screen shot of the Error
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Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

For technical issues and real-time support with the Cisco WebEx Board, please warm transfer the phone call to 781-699-2828 (AVAV).

5.

Follow the resolution process

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Virtual Learning

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Virtual Learning

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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