GSD. - FLC - How to handle issues with Fresenius Learning Center for Fresenius Medical Care users

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General Information:

Possible symptoms/errors:

User is having issues or requests related to the Fresenius Learning Center platform

Alternative names of the system:

FLC

IMPORTANT NOTICE:

Fresenius Learning Center remains under TSA - all FLC tickets have to be still handled in FDT ServiceNow.If you receive a ticket, call or chat from Fresenius Medical Care user regarding Fresenius Learning Center issues, please open a ticket on their behalf in FDT ServiceNow and assign it to Ext_WW_FLC_SLS_Capgemini.

Solution:

For managing Fresenius Learning Center related tickets follow the steps below:

1. Gather all the information provided by the user.

2. Open a ticket on user's behalf in FDT ServiceNow

3. Send the ticket to Ext_WW_FLC_SLS_Capgemini resolving team.

4. Inform user about new ticket number created in FDT ServiceNow and resolve the ticket in FME ServiceNow.

Assignment Group:

Ext_WW_FLC_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A