

GSD. Work Instruction - VIP user support and ticket handling

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General Information:

Possible symptoms/errors:

VIP user contacts the Global Service Desk.VIP ticket assigned to the GSD queue in ServiceNow.

Alternative names of the system:

VIP Handling Procedure

IMPORTANT NOTICE:

NA

Solution:

Fresenius VIP Users are marked in ServiceNow ticketing tool so that Service Desk agents will be able to distinguish them from regular Users. VIP Support is a chargeable service offering which needs to be ordered and separately paid by business users. Agents are to make sure VIP's calls are managed in a professional way. If End User is not flagged as VIP but demands to be treated as a VIP, they need to be treated as normal users until escalation of the ticket.

Phone call contact made by the VIP:

VIP Users are to contact specific Team members (Outside of SD) Phone numbers have been shared with all VIP users. In case one of the Team members is unavailable, the call will be redirected to another member.

VIP users can also contact VIP support via email - vs-support@fresenius.com

If VIP users contacts Service desk for assistance, Service Desk Agent will lead the conversation in a professional manner and will log a ticket within ServiceNow and follow the regular trouble shooting steps and rules.

In case of any difficulties, e.g., Ticket out of GSD Scope and no clear routing guidance or potential SLA breach, ServiceNow Ticket needs to be routed to the FDT VIP Support.

Self-Service ticket raised by the VIP:

If Self Service Ticket or Email Ticket from VIP user received or Ticket assigned from VIP support team, regular trouble shooting steps and rules have to be applied with special focus on additional instructions in the Ticket itself (often Target SLS group may already be indicated).

In some cases, VIP Users are asked from VIP Support to open a Ticket themselves via Email / Portal for documentation / approval reasons (e.g., access to calendar, etc.), for that reasons VIP users gets template from VIP support to open Ticket.

Assignment Group:

FDT VIP Support

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A