

GSD. Work Instruction - Raising a Complaint Ticket

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General Information:

Possible symptoms/errors:

User requesting an escalation of a ticket. User wants to raise a complaint.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Any contact from Fresenius User requesting escalation, received regarding a breached or severely mishandled ticket, should be handled by the Service Desk agent according to this procedure:

To communicate the possible escalation to the Incident Manager, a Service Desk agent will send an email to the IM mailbox: globalfresenius_im.global@capgemini.com. Apart from that the Service Desk agent must create a separate Complaint Ticket (with Category: Feedback and Subcategory: Complaint) and assign it to EXT_WW_GSD-Complaint-Management_SLS_Capgemini assignment group. The number of the original ticket must be added in 'Parent Incident' field of the Complaint Ticket. During Business Hours the queue is monitored by the Incident Manager, who will be responsible for processing the complaint.

Alternative way of creating a Complaint Ticket is through the 'hamburger menu' in the original ticket. Click on the 'hamburger menu' and from the drop-down list choose 'Create Complaint'.

All the complaint/escalation communication will be documented in the Complaint Ticket.

The technical resolution updates are going to be documented in the original ticket.

NOTE: Complaint Ticket from SD agents should contain as much information regarding the issue as possible. If they do not, Incident Manager will reply requesting the required details to be provided before proceeding.

Assignment Group:

EXT_WW_GSD-Complaint-Management_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: Feedback Subcategory: Complaint

Important Links:

N/A