

# FRx (Pharmacy) Queue Routing

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**Category:** {'link':

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**Purpose:**

To assist the Help Desk Team with the routing of FRx (Pharmacy) related SNOW incidents and requests.

**Overview:**

The Help Desk should follow this process to route any FRx (Pharmacy) incident or requests.

**Required Information:**

Caller Name Contact Number E-mail Address Issue or request

**Process:** Any incident or request containing any of the keywords "FRx", :FMCRx, "FMERx" should be routed to the following queue:

DTI-NA-BP-FRx IT Support - L2