

AIRS – Application is missing or wrong on the Task List

Article ID: KB0024412

Created: 2023-05-10 15:55:35

Updated: 2023-05-10 15:56:17

Author: {'link':

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AIRS – Application is missing or wrong on the Task List

Purpose: Follow this procedure when a user reports AIRS – Application is missing or wrong on the Task List.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number RITM number Task number Who entered the request? What is the RITM #? What is the Task #? Date the request was entered? Detailed Description of the issue. Screen shot of the Error

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. The Application can be selected if missing or incorrect and can be changed if erroneous. Open the Task and select Requestor Details and Business Line
5. Scroll down to Application and select from the dropdown menu.
6. Follow the resolution process.
7. If additional assistance is needed, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Uncategorized Software / Application

Service

ServiceNow North America

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Uncategorized Software / Application

Service

ServiceNow North America

Escalation Process

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

Assign the Incident to the Following Group

ServiceNow Support Team

Published By: ServiceNow Support Team