

# Mobile Device - Caller ID Options

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Title

Mobile Device - Caller ID Options

Purpose:

Follow this procedure when a user asks about mobile caller ID issues or update

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

2.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy

S21 Ultra)Mobile device number: (Device having the issue)Carrier: (AT&T, Verizon)Is this a personal

Mobile Device: (Yes or No)

5.

There is currently no option to customize your company issued mobile phone's caller ID.

FAQ

What will my caller ID come up as? The default caller ID will be your company issued phone number, the city and state your area code is based in.What can I do if people I call see an unknown name when I call them? Phone numbers are recycled and sometimes have the old user's caller ID linked to your new number. Please open a ServiceNow ticket to have your caller ID reset here: Help Desk

6.

Follow the resolution process

7.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android or iPhone

Service

Mobile Phones (iPhone / Android)

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android or iPhone

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

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

Escalation Group

DTI-EUX-Unified Services Mobile Device Management - L3

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