Clinical Apparel Program

Title

Clinical Apparel Program

Purpose:

Follow this procedure when a user requests Clinical Apparel Program information.

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.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Advise the user to contact Clinical Apparel via email at Clinical.Apparel@fmc-na.com

5.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Software & Applications

Service

Clinical Apparel

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

Inquiry / Help

Resolution Subcategory

Software & Applications

Resolution Service

Clinical Apparel

Escalation Process

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

Escalation Group

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