AIRS - Request did not go to the Business partner queue

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Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b', 'value': '234709da6fb2464070404a950d3ee44b'}
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AIRS – Request did not go to the business partner queue

Purpose: Follow this procedure when a user reports AIRS – Request did not go to the business partner queue.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberName of user who submitted the request.RITM numberTask numberDate the request was initially submitted?Did the Business Reviewer (BR) select UPDATE or SAVE button to push their approvals forward?Was the Request Category a Standard Request?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. Has the Business Reviewer been able to review/approve other enhancement requests?

If No, their provisioning to perform this task needs to be checked. Please follow the escalation process.If Yes, proceed to next question

5. Did the Business Reviewer select Final Approval and select Save. This is the only status that will close this task out and move it to the Business Partner queue.

6. Check the Request Category which is located by clicking on Request Details to verify that Standard Request was selected.

7. If any of the following were selected by mistake, the request will not appear in the Business Partner queue.

Routine MaintenanceCompliance IssuePatient SafetyGov't ReportingLegal Issue

8. Follow the resolution process.

9. 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

Service Now Support Team

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