

People Fluent – Application Issues

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People Fluent – People Fluent Issues

Purpose: Follow this procedure when a user reports an issue with People Fluent application.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error if relevant.

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 Employee Service Center at 855-362-6247.
5. Follow the Resolution process.

Classification Requirements for non-Access related tickets

Category

Software & Applications

Subcategory

Enterprise & Financial Application

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

Software & Applications

Service

Enterprise & Financial Application

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