Mobile Device Queue Assignment

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(S ervice Now Mobile Device Queue Assignment)

Service Now

Mobile Device Queue Assignment

Current Article:

Purpose: Follow this procedure when a user needs support for an existing mobile/cell phone.

Required Information:

· Contact Name

· Contact Number

· Clinic / Facility Number

· Detailed Description of the issue

· Mobile Device Number with the issue

· FMC Issues or Personal

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 document the following information in a Work Note:

· Mobile phone make: (Apple, Samsung)

· Mobile phone model: (iPhone 12, iPhone 13, Samsung Galaxy S22 Ultra)

· Mobile phone number:

· Carrier: (AT&T;, Verizon)

3. Follow the escalation process.

Classification Requirements

· Category

· Hardware

· Subcategory

· End User Mobile Phone – Android or End User Mobile Phone - iPhone

Resolution Process

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

Resolution Categorization

· Resolution Code

· Choose the appropriate option

· Resolution Category

· Hardware

· Resolution Subcategory

· End User Mobile Phone – Android or End User Mobile Phone - iPhone

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

All Mobile Device Tickets with Cellular Service will be assigned to one of the queues below. Getting the ticket to the correct queue will mitigate the user's downtime and avoid multiple assignments.

Please note, project Tablets and iPads should go to FSS for configuration or troubleshooting.

Section 1 - Queues

· DTI-EUX-Unified Services Mobile Device Corporate - L3

· This queue is for all mobile tickets for Corporate users. Any issues that need resolution for their device. Either for a device set up, device is not working, device reassignment, Lost/Stolen, etc.

Corporate Departments: 9900XXXX, 5500XXXX, 6500XXXX and 1100XXXX

· DTI-EUX-Unified Services Mobile Device Management - L3

· This queue is for all mobile tickets for FKC users. Any issues that need resolution for their device. Either for a device set up, device is not working, device reassignment, Lost/Stolen, etc.

· DTI-EUX-Unified Services Mobile Device RTG - L3

· This queue is for all mobile tickets for RTG users. Any issues that need resolution for their device. Either for a device set up, device is not working, device reassignment, Lost/Stolen, etc.

RTG Departments: 5700XXXX

Section 1 – Queues (Continued)

· DTI-EUX-Unified Services Mobile IPS - L3

· This queue is for the Mobile device support for the IPS business. This is for hardware issues and support for devices for Inpatient services

IPS (Go by Title): Anything with IPS or Inpatient Services in the user's title

Section 2 – Finding Users Appropriate Queue

1. While in the Incident, click the i to the right of the Caller Field. This will open a popup.

2. You can use the Title Field and the Department Field to determine which queue the user's ticket should be assigned to. (Screenshot below)

a. Corporate Departments: 9900XXXX, 5500XXXX, 6500XXXX and 1100XXXX

b. RTG Departments: 5700XXXX

c. IPS (Go by Title): Anything with IPS or Inpatient Services in the user's title

All other tickets for mobile devices should be assigned to DTI-EUX-Unified Services Mobile Device Management - L3

Section 2 – Finding Users Appropriate Queue (Continued)

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