

Clinic Phone line issue

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Purpose:

Follow this procedure when a user report following or other similar issues-

Clinic phone line(s) not working, or phone lines are down
Are all lines not working or only particular lines/telephones
No incoming or outgoing calls
Need to setup/replace telephone set or fax line
Need to set up IVR or voicemail box on clinic phone
Phone line connected to fire/security alarm panel is not working, shows no dial tone/error

Required Information to be documented in each Incident:

Contact Name
Contact Number – a known working number
Clinic / Facility Number
Detailed Description of the issue

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.

Please document following details in Description field-

When did the trouble start
Clinic manager details
Main line number
Clinic Location/address
Clinic working hours/days

5.

Follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

Telephone System

Service

Not found any appropriate service info

Escalation Process

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

Escalation Group

DTI-INF-Telecommunications-L1

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