

Mobile / Cell Phone – Order new service for New Hire / Contractor before hire date

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Mobile/Cell Phone– Order new service for New Hire / Contractor before hire date

Purpose: Follow this procedure when a caller wants to order a new mobile phone with a new line of service for employee or contractor before hire date. This is for NEW phone service ONLY.

Required Information:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident
3. Please attach any referenced knowledge articles to the incident.
4. Advise the user, the manager will need to order and maintain the device under their own profile in Tangoe Mobi. When ordering the phone, the manager will need to document in the comment sections the employee's name and employee ID (ZID for contractors).

Once the new hire starts and is listed in Mobi, the manager will need to transfer ownership to the staff member. Please allow the employee to onboard prior to transferring the phone.

Mobi URL: Dashboard -Fresenius Medical Group (thefutureis.mobi)

5. Follow the resolution process.
6. If the user has followed the above process and needs assistance placing an order. Please 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

DTI-EUX-Unified Services Mobile Device Management – L3

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