

OKD - Employee Retention – Rolling 12 Months Incorrect or Missing

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Author: {'link':

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Operational KPI Dashboard (OKD) Employee Retention – Rolling 12 Months Incorrect or Missing

Purpose: Follow this procedure when a user reports issue with OKD Employee Retention – Rolling 12 Months Incorrect or Missing

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberBrowser TypeDate of IncidentDetailed description of the issue.Screenshots of any errors.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and all details are documented.
2. Please document the required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Please attach a screenshot of the incorrect or missing Employee Retention – Rolling 12 Months value
5. Please attach a screenshot of Report Option selections displayed in the breadcrumb.
6. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

KPI Dashboard

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-ADEX-APPEX-Support L3

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