GSD. Telephony - Fax Issues

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General Information:

Possible symptoms/errors:

How to handle Fax issues.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user calls regarding an issue with a fax device gather all necessary information as described below and assign the ticket to the Ext_WW_Telephony_SLS_Capgemini team in ServiceNow.

- phone number of the affected device

- end user's contact number

- what user tried to resolve the issue

- problem description

Assignment Group:

Ext_WW_Telephony_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A