eCF – Report Issues

eCube® Financials – Report Issues

Purpose: Follow this procedure when a user reports issue with eCube® Financials – Report Issues.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberRole/TitleEmployee IDName of ReportDetailed Description of the issue.Screen shot of the Error

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. What is the problem with the report they are running?

5. Have you been able to run / access the report previously?

If YES

When was the most recent time?Are others currently able to run/open the report successfully?

If NO

Follow the escalation process.

Assign the Ticket to the Following Group

DTI-EUX-HCL L1 IAM

6. Does the report produce an error message?

Describe issue, include any error messages (screen prints are preferred).Follow the escalation process.

Assign the Ticket to the Following Group

DTI- ADEX-ENT-SOP-RCM eCF – L2

7. Are there issues with the data in the report?

Include specific detailsFollow the escalation process.

Assign the Ticket to the Following Group

DTI-ADEX-ENT-SOP-RCM eCF – L2

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF - eCube Financials

Escalation Process

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

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