

Coverage Data Hub – Data / Application Issues

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Coverage Data Hub – Data / Application Issues

Purpose: This document outlines the process to follow for Data / Application issues with Coverage Data Hub (CDH).

Required Information to be documented in each Incident:

Contact Name Contact Number Detailed 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. For all other issues with the application, including obtaining access, please direct the user to contact Coverage Data Hub support at CDHSupport@fmc-na.com .
5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Enterprise & Financial Applications

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