New Kofax Number

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Kofax – New Kofax Number

Document Name

New Kofax number

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Deloitte Kofax Team

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Document Purpose

The purpose of this document is for L1 Help Desk to route such incidents to the appropriate team and avoid misrouting.

Overview

There are occasions when a user is requesting a new kofax number or a new kofax account. Such incidents would need to be approved first from RCM L2 team and then worked upon. This document demonstrates the correct workflow and routing from one team to another since such incidents would involve multiple teams.

Required Information

1. Caller name –

2. Contact number -

1. E-Mail address -

2. Employee ID –

3. Request-

4. Reason for request--

Process

1. L1 Help Desk Resource needs to gather the above required information from the caller and route the incident to “DTI-ADEX-ENT-SOP- RCM KOFAX-DI-EDM - L2” assignment group.

2. The Kofax team resource will approve such requests and further assign the incident to “DTI-EUX-HCL Provisioning” team.

3. The Provisioning team will work on this incident and have the kofax number assigned to the user. Once the number is assigned, they will drop an email to the caller/user with the information regarding the assigned kofax number.

4. Upon closure confirmation, they can resolve the incident.