

Smart Source issues

Article ID: KB0029922

Created: 2023-12-29 00:37:06

Updated: 2023-12-29 00:37:48

Author: {'link':

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'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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Purpose:

Follow this procedure when user reports any issues with Smart Source

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

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.

If User calls in stating he/she needs help with Smart Source, and if account is locked or need to reset password for same, then

Need to redirect the user to smart-fmc@smartsourcellc.com.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry & Help

Subcategory

Product Not Supported

Service

Smart Source

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Inquiry & Help

Resolution Subcategory

Product Not Supported

Resolution Service

Should generally be identical to Service

Published by

DTI-EUX-HCL-HelpDesk-L1