

Mobile device call forwarding

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Title

Mobile device Call Forwarding

Purpose:

Follow this procedure when a user wants to Forward Calls to another number on their corporate mobile device. All Call Forwarding must receive approval from the supervisor.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility 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.

Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number: (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: (Yes or No)

5.

All Call Forwarding must receive approval from the supervisor.

Verizon – Call Forwarding Instructions

Activate Call Forwarding:

Open your Phone App and dial *72 followed by the 10-digit phone number you wish to forward all calls to. Example: *72-123-456-7890 You will receive a message stating all calls are forwarded to 123-456-7890. All calls are now being forwarded to the selected number.

Deactivate Call Forwarding:

Open your Phone App and dial *73. You will receive a series of beeps similar to a busy signal. Call Forwarding is now deactivated.

AT&T; and First Net – Call Forwarding Instructions

Activate Call Forwarding:

Open your Phone App and dial **21* followed by the 10-digit phone number you wish to forward all calls to, followed by the pound sign. Example: **21*-123-456-7890# You will receive a message stating all calls are forwarded to 123-456-7890. All calls are now being forwarded to the selected number.

Deactivate Call Forwarding:

Open your Phone App and dial #21# You will receive a series of beeps similar to a busy signal. Call Forwarding is now deactivated.

6.

Follow the Resolution process.

7.

If additional assistance is needed, follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Service

Mobile Phones (iPhone / Android)

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 Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Apple or End User Mobile Phone – Android

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

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

Escalation Group

DTI-EUX-Unified Services Mobile Device Management - L3

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