**SIG Customer Service SNUG Call – Agenda and Minutes**



**Wednesday, November 13, 2013**

**12:00 pm to 13:00 pm EST.**

**Call in Number: 712-775-7000**

**Access Code: 863928#**

SNUG Executive Committee Member:

Earle Barnes, Yvonne Coulter, Melissa Craft, Gary Fuller, Laura Jones, Mary McCoy, Tymn Neece, Jayme Osborn, Randy Rhodes, Benjamin Sharp, Debbie Smith, Nancy Todd, John Cohen, Corbin Ellsaesser, Tammy Taylor

Soft Computer:

Creed Baughman, Jesus Blasquez, Grace Forrester, Joe Magilligan, Jolene Massey, Mike Miller, Darlene Radaskiewicz, David Romano

Recorder: Raya Levin

**Technical Support Center Performance**

* Goal is to provide any updates on performance of team and lessons learned for better ways to help clients.
  + Contact information for Emergency and Urgent Tasks

Contact the clients with this. People aren’t calling with Emergency and Urgent. Be sure to include a person to contact especially if the person putting the task in leaves for the day. Perhaps to add a field to have a direct phone number for a contact would help. Jamie will put this in the update

* + Label printing enhancement in V 25.1.0.5 – Grace. This will be in a patch for anyone in the 25.1 line. Wonderful enhancement coming. 4x4 and 2x2 label enhancments which will be parameter driven. Jayme to add this blurb in the client communication. Grace will send her more detailed information.
  + MU2 Interface issues – Mike. Soft Clients are becoming frustrated when support can’t provide information about MU2 interface specs and fields. When client gets the project started there is a Soft person assigned. Some are trying to get ahead of the game to ask questions in advance. From Support they don’t have specs so they don’t have the ability to answer questions. Jayme will put this in the client communication
  + Performance – October Satisfacation is 98.9% L2. Tier 3 is 95.3%. Still high. Some of this is expected to drop in the coming months due to upgrades.
  + Interface upgrade – Some vendors are allowing for scheduling of upgrades before performing. General discussion that this is a process the vendors should support.

**Goals for CS in 2013 - 2014**

* Process for instrument Inactivation
* Known issues list – Jesus indicated this is a request Gilbert will need to weigh in on. We will have Gilbert scheduled to join the call in the next couple months to address and field the request.
* Hot fix process. As Jesus mentioned this is a multifaceted problem. This will be a goal addressed by the CS SIG. Jesus presented many of the challenges assoicated with the multiple modules and coordinating HF’s on a monthly basis.

The focus at this stage would be helped to be sure we’ve clearly defined the problem from both the Soft and Client perspective to identify the goal to be achieved

**Process for inactivating Instrument Interfaces**

* Howard – Soft requires a policy so that interface inactivation is coming from an authorized person on the client site. Discussion around a Request came via email once and this person didn’t have the authority to do so.

The request is to have this process take place in Star as a task. Perhaps the AE’s could help to maintain a site of authorized contacts at the client site who can request inactivation

Linking this up to the MCF to inactivate interfaces when a new one is brought live might be a way to streamline the process. We need to be sure the date is defined to remove the old interface as this often lags a month or more behind the new interface activation.

**SIG Enhancement Updates**

* Cree Updated list is coming. Last months list has dupliate enties. Dates with Blood bank and Micro Deliveries. New Sig coordinator Danielle. This will help improve the scheduling and bringing the enhancments to production sooner.