



***Problem Report/
Enhancement Request Form***

Using the Problem Report/Enhancement Request Form

Presented by:	FACTS Implementation Consultant
Completed by:	FACTS Implementation Consultant
Purpose:	To provide Software Solutions with information needed to address Problem Reports and Enhancement Requests.
How it is used:	<p>Problem Reports and Enhancement Requests may be initiated by either the Local FACTS Office or the Customer. In either case, the Problem Report/Enhancement Request Form should be completed by the Local FACTS Office. Be sure to provide complete information on the form. For Problem Reports, it is particularly important to provide detailed steps on how to recreate the problem.</p> <p>After completing the form, fax it to Software Solutions Technical Support at 770-418-2023. All requests are prioritized and forwarded to the appropriate department for resolution (Research for Enhancement Requests and Development for Problem Reports).</p>
When it is used:	During and after the implementation process.
Who uses it:	Local FACTS Office Only
File under:	After the Installation/First 30 Days
Last revised:	05/01
File:	<p>Enhancement Request Problem Report.exe</p> <p>This is a self-extracting zipped MS Word document and must be printed/viewed through MS Word. This file is located in the Software Solutions Nexus – Facts/Documentation and Education/PIA.</p> <p>Note: The Software Solutions Nexus is a private extranet and is available for local Facts personnel only.</p>



SOFTWARE SOLUTIONS

3425B Corporate Way
Duluth, GA 30096
770-418-2000, 770-418-2023

☐ Problem Report

☐ Enhancement Request

Urgency: ☐ 9 ☐ 7 ☐ 5 ☐ 3 ☐ 1 (9 – Most Critical)

Affiliate #:
Affiliate Name:
Contact:

Date:
Affiliate Request #:
Telephone:

Customer Name:
Customer Contact:
Telephone:

Serial #:
Hardware:
Operating System:

Software Product:

☐ FACTS ☐ Customized ☐ Pro 5 ☐ ProvideX ☐ Other _____
Release: _____ Monthly: _____ Providex Version: _____

Description:

Steps to Recreate:

Suggested Change/Workaround:

Please attach any supporting information

Software Solutions Use Only

Date Received:

By:

Reference No:

