
Registration of Customer Queries [1]
Establish a function and system to allow logging and tracking of calls, incidents, service requests and information needs. It should work closely with such processes as incident management, problem management, change management, capacity management and availability management. Incidents should be classified according to a business and service priority and routed to the appropriate problem management team, where necessary. Customers should be kept informed of the status of their queries.

There are no PSGs published for this topic; however, the topic is under review for future PSGs

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