

BOR Service Desk: STATUSES

Submission statuses

REQUEST

This status will be used to collect all tickets submitted by customers via. This status will generate an email to the customer to acknowledge the receipt of their email submission.

ASSIGNED

As a customer, this is not a status that you would normally see. This status will be used when a request ticket is categorized and assigned to a team. Emails in this status will be sent to the team(s) assigned but not the customer.

UPDATED

This is the single status for all updates (customer or agent based) that indicates your request ticket has been updated. A ticket can be updated multiple times. This status will generate an email to the customer and to the agents assigned.

PENDING CUSTOMER

This status is used when requesting information from a customer. There are auto-escalation rules built into this status, which will send out customer reminders. After three days without a response, an email reminder will be sent to the customer. Another notification will occur three days later and the ticket will move to a Resolved status two days after that (based on inactivity). This status will generate multiple emails to the customer over the course of 8 days.

PENDING VENDOR

This status will be used when the agent is waiting for delivery of equipment, delivery of services or a fix from a vendor. This status will generate an email to the customer.

SCHEDULED

This status is used when a date has been set for action associated with a service request. This status will generate an email to the customer and the assigned agent.

Working statuses

Closure status

RESOLVED

This is the final status of the ticket. Tickets that reach a *Resolved* status should not be re-opened. Those tickets that receive a customer update after the resolved state will move to the Request status for evaluation by Support Center staff. If the resolution event was reached then the ticket will be set to resolved again and a new ticket will be created for the additional inquiry. Those tickets that haven't reached a true resolution event will be moved back in to the assigned status for follow-up from the agent.