

ExteNet Ticket Approval Process

Process Document



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DOCUMENT HISTORY

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INTRODUCTION

This document outlines the new approval process that will be implemented during the creation of support tickets from requested work.

ExteNet submitted requests that meet the “billable” criteria will be moved into a new “Pending Approval” workflow state and must be approved by the designated approver (Matt Simpson) before work can proceed on the ticket.

The categorisation of billable and non-billable work will be sent to ExteNet in a separate document.

PROCESS

When an email request is received from the customer, it will be reviewed by the operations representative and deemed billable or non-billable:

1. A ticket is generated in ScottyPro and the ticket is moved to the **Pending Approval** state.
2. A **Customer Approval form** is added to the ticket and filled in by the operations representative.
3. The ticket is deemed billable or non-billable:
 - a. If the ticket is deemed non-billable, the ticket advances to the **Open** state and can proceed as normal through the workflow.
 - b. If the ticket is deemed billable, the ticket remains in **Pending Approval** until it is approved.
4. An email is sent to the approver and requester to inform them that a ticket has been marked as Pending Approval and the estimated time to complete the work (in Hours).
5. When a ticket has been deemed **Approved for Work** by the approver, the ticket is moved to an **Open** state where it can be assigned.

EXAMPLE PENDING APPROVAL EMAIL

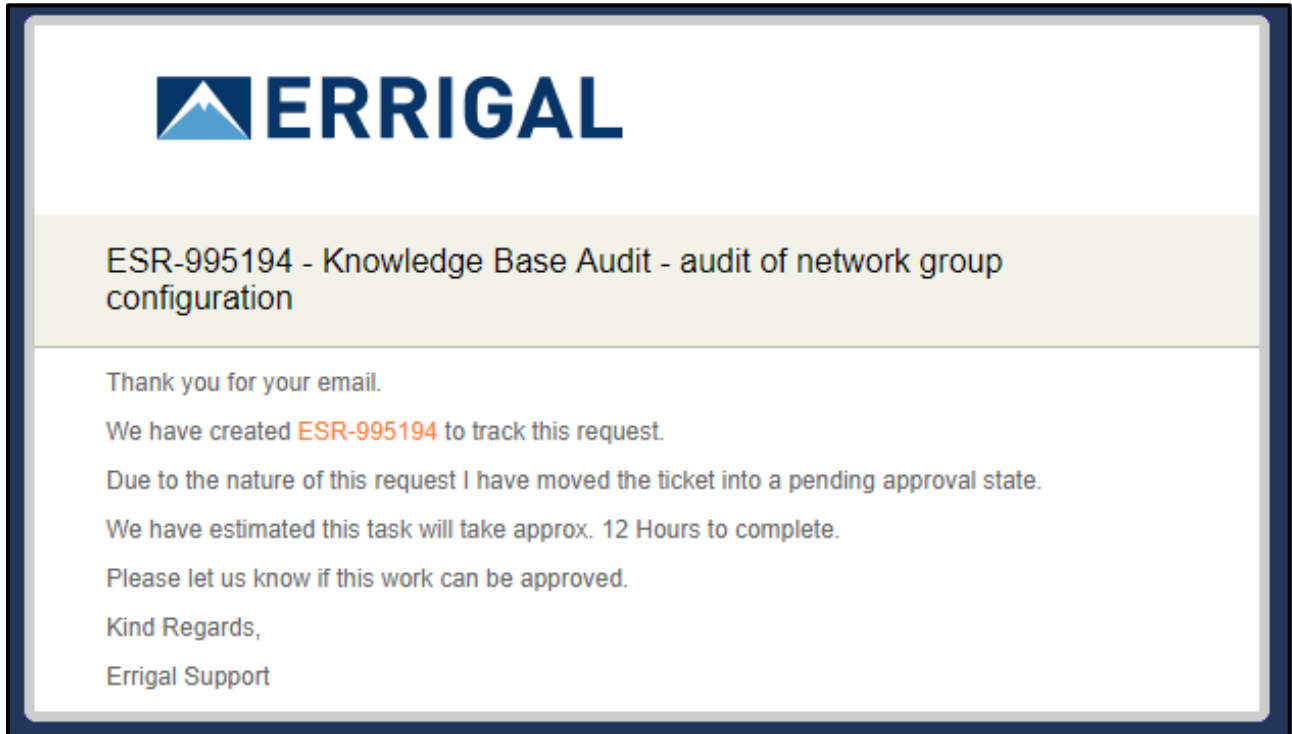


Figure 1 - Approval Request Email Template

PENDING APPROVAL REPORT

- A report entitled – **ExteNet Pending Approval Tickets** will be generated each week to list the tickets in a Pending Approval state.
- This report will be sent out with the weekly support reports and could be discussed on the Monday support call.