

ScottyPro Queue Definitions

Status	Description
Triage	Newly created requests to the support email address that require review are placed here.
Open	Newly created requests to the support email address that have been reviewed are placed here.
Pending Approval	Tickets which are billable requiring pre-approval for hours before starting.
In Progress	Tickets worked on by the Operations team.
Awaiting Response from Customer	Ticket that requires further information from the customer.
Customer Response Provided	Tickets that have been responded by the customer.
On Hold	Ticket placed on Hold by Errigal.
Pending Ops Dev Analysis	Ticket believed to require Development awaiting analysis.
Resolved	Tickets that have been closed.
Cancelled	Requests that have been cancelled, previously called "Closed".
Paused By..	Requests that are on hold on the Customer's side.

Triage

- Ticket has been created by emailing support@errigal.com.
- Ticket needs to be reviewed.
- During Triage a ticket will be identified as Billable or Non-Billable.
- During Triage required information to progress the ticket or confirm an estimate may be requested before it is moved to either pending approval or Open.

Open

- Ticket has been reviewed, and initially contains the requesting email.
- Billable tickets in Open status have been approved.
- Customer responsibility to order the queue via drag/drop to ensure tickets are ordered correctly.

Pending Approval

- Billable tickets with a confirmed estimate/LOE.
- These tickets require pre-approval for the estimate/LOE before moving to Open or In Progress.

In Progress

- Tickets worked on by the Operations team.
- Ticket is either approved Billable or a Non-Billable item.
- Updates are recorded in the ticket via the various forms and via the Latest Update field.

Awaiting Response from Customer

- Ticket that requires further information from the customer.
- Information required may take many forms including but not limited to.
 - Clarification of request.
 - Requirements gathering.
 - Acceptance to proceed with deployment.
 - Customer internal meeting update.
 - Customer to follow up with further examples.

Customer Response Provided

- Tickets that have been responded by the customer.
- The ticket is placed in this column while awaiting rejoining the In Progress queue.
- Rarely do tickets go back to Open column, unless the update has fundamentally changed the original ticket request.

On Hold

- Ticket placed on Hold by Errigal. The ticket may be placed on hold for a number of reasons but not limited to:
 - Resourcing conflict so unable to progress.
 - Errigal internal scheduling conflict so the task is unable to progress.

Pending Ops Dev Analysis

- Ticket believed to require Development awaiting analysis.

Resolved

- Tickets that have been closed.
- The request is either complete or resolution established.

Cancelled

- The Cancelled status is for requests that are no longer required or the ticket is a duplicate.
- Has been previously called "Closed".

Paused By..

- Status is turned on by request.
- This status can be used for requests that need to be placed on hold due to various reasons on the customer's side.
- The customer will want to revisit the topic in the near future so they require the ticket kept in the queue.
- There would be no action on Errigal and the customer decides when the ticket moves out of this status.

Workflow Visual

