

ScottyPro Queues & their Definition



Column	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"

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

- Tickets that are billable require pre-approval for hours (LOE) before moving to Open or In Progress.
- Tickets in pending approval should have an estimate.

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 customer update form and via the last update summary line.

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 ticket is a duplicate.
- Has been previously called "Closed".

Revised workflow status visual

