

SUBJECT: IT Help Desk

DATE: May 10, 2018

NAME: IT Help Desk Ticket Status and Sub-Status

PAGE: 1 of 1

IT Help Desk Ticket Status and Sub-Status

Status Open

Assigned: The request has been assigned to a technician.

Active: The ticket has been assigned and a technician is actively working on the issue.

Status Pending

Awaiting Parts: The parts needed for this request are currently on order.

Budget Approval: The request is waiting funding.

Pending Customer: The assigned technician has a question for the user. The technician may need more information about the issue. Requests that are set to 'Pending Customer' typically remain that way until the customer provides the requested information.

Status Suspended

Generated: The request has been received, but it has not been opened or assigned to a technician. This status indicates that the Desktop Manager is evaluating the request before assigning it to a technician.

Resolved: The technician has resolved the issue. Tickets will be closed after five days of being resolved.

Status Closed

Closed: The ticket has been completed and cannot be reopened. Customers can create follow-up requests for closed tickets.