

CIS help

- **Open:**

The ticket has been created but no action has been taken yet. It awaits assignment or initiation of work.

- **In Progress:**

Work on the ticket is actively being carried out. Tasks are underway but not yet complete.

- **Assigned:**

The ticket has been allocated to a specific individual or team but work has not started yet.

- **Work completed**

Indicates that the assigned individual has completed their tasks for the ticket. The ticket is now awaiting review by a manager or another designated party who has the authority to either approve the resolution or send it back for further work.

This status serves as an intermediary step to ensure quality control and proper oversight in ticket resolution workflows.

- **Resolved:**

The issue has been addressed and a solution has been implemented. The ticket is ready for closure, pending verification.

- **Late:**

The ticket's resolution deadline has passed, and it remains unresolved.

- Waiting for customer

Indicates that the ticket is on hold because further action depends on input, feedback, or a response from the client. The clock for resolution time may pause in this status, depending on the SLA or internal policy.

This status helps distinguish tickets that are delayed due to external dependencies rather than internal inefficiencies.

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