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| **Status** | **Used For** |
| Responded To | This status is for calls which have been accepted by Client Services, but have not yet been assigned to an engineer. For the ServiceDesk, this status means we have picked up your call and it is being reviewed for completeness. |
| Forwarded | Calls which have been forwarded to the Client Services team. These could be new calls or calls which have been returned to the team. These calls should be assigned to the Responded To status ready to be assigned to an engineer. |
| Awaiting User | This status ‘stops the clock’ and is used when you are waiting for additional information from the end user. When the end user has been responded, the status should then be changed to another, more appropriate status and the clock restarted |
| Awaiting Site Visit | This status also ‘stops the clock’ and is to be used when a site visit date and time has been agreed with the user. Calls in this status should be updated with the date and time of the site visit. When the date has passed the call should again be updated and allocated to another more appropriate status. |
| Awaiting 3rd Party | This status is for calls where we are awaiting a response, assistance or resolution from a third party. |
| Awaiting workaround | This status is for use with Problem Management. Calls which have been related to an NWIS Problem record, but no workaround is currently available for the end user are to be placed in this status. As soon as a Workaround has been agreed with the End User as acceptable, the call would then move to the Resolved Waiting fix status |
| Resolved | This status is for calls which have been resolved by the team and you are awaiting confirmation of closure. |
| Resolved Waiting Fix | This status stops the clock, and is for calls which have been related to an NWIS Problem record, and an agreed workaround has been given to the End User. Calls in this status can be returned to the Service Desk, who will also place them into this status. These calls can be closed automatically when the Problem record is also closed. |
| Under Investigation | This status is for calls which have been accepted by Client Services and investigations have started to Resolve the users issue |