Standard Help Desk AutoTask Alerts - For Internal Use Only

Ticket Completed

This illustration displays the alert structure as of 2/28/2024, with both internal and external alerts Key **Message Sent to** Contact To Help Desk **Ticket Opened Customer: "Ticket** Real World Event Opened" Automated Email to Customer Check: Automated Email Interal Only **Critical Ticket Critical Ticket?** Do we want to adopt the Yes **Notification Sent** current set as the "standard" set, or would we like to make System Criteria Check changes? Please review and advise. First Response SLA First SLA Approaching in 15 Yes **Notification Sent** Important Note: minutes? Rules can conflict with each other if given incorrect parameters. It is best business **Notification Sent:** practice to have as few rules as 24 Hours No Repeat until Action **Idle Ticket** Yespossible while still meeting **Activity? Recorded in Ticket** (Every 24 Hours) client contact requirements. **Notification Sent to** Ticket Assigned/ receiving agent: **Internal vs External Alerts:** Reassigned "Ticket Assigned to Internal alerts are sent only to You" the M-Theory technicians involved in working on the **Message Sent to** ticket. External alerts are sent to the client. Ticket Updated **Customer: "Ticket** (New Note entered) **Updated**" (includes ticket note) **Message Sent to**

Customer: "Ticket

Completed"

