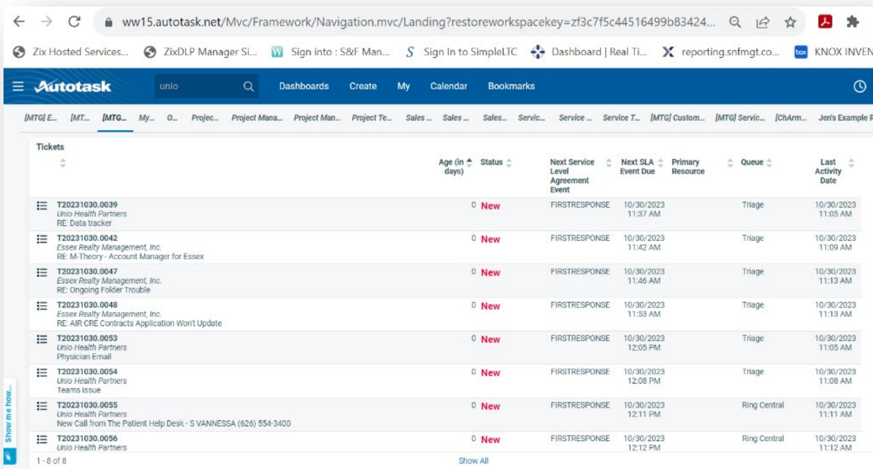
The term "SLA" stands for Service Level Agreement. It is a method of measuring whether tickets are being processed in the time frames that have been promised to the client. SLAs follow the priority level of the ticket. It is the responsibility of each AutoTask agent to ensure that tickets are handled in accordance to the relevant SLA. The metrics of the standard Service Level Agreement are as follows:

Ticket Severity	First Response	Resolution
Critical	15 minutes (***Escalation required***)	8 hours
High	30 Minutes	12 Business Hours
Medium	60 Minutes	16 Business Hours
Low	60 Minutes	24 Business Hours

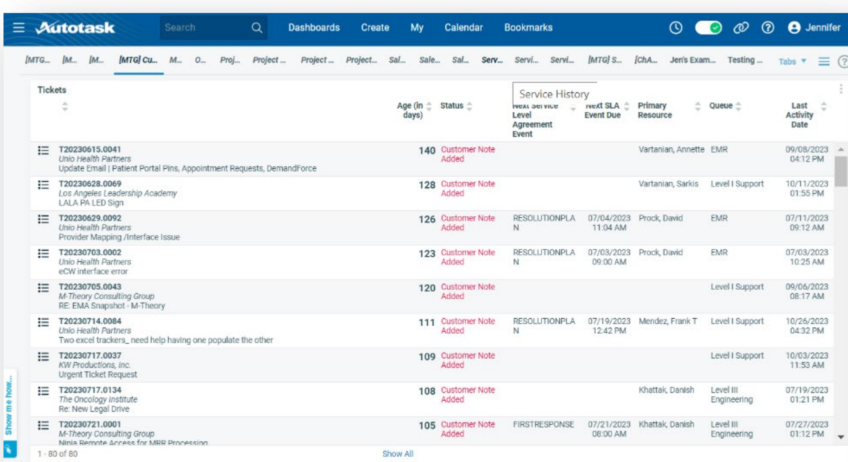
Maintaining adherence to the SLA is one of the main purposes of a Help Desk function called Triage. A HelpDesk agent assigned to triage tickets will be responsible for assigning new tickets to agents. Once assigned, the AutoTask will generate a notice to the customer. This notice serves to fulfill the first response metric.

The process begins when a new ticket is received by the Help Desk. While many tickets are manually generated as a result of a phone call, others are generated as the result of an email message or voicemail message. Upon creation, these tickets are placed in a queue called Triage (for emails) or Ring Central (for voicemails for the client Unio.) Each of these tickets is initially assigned the status of NEW by the autotask system. However, remember that the status of NEW means that the ticket is waiting for action from a M-Theory employee.

The triage agent will review each of these new tickets, and assign them to the appropriate engineer within the appropriate First Response time. Notice the columns of NEXT SERVICE LEVEL AGREEMENT and NEXT SLA EVENT DUE. The NEXT SERVICE LEVEL AGREEMENT column displays which SLA event the AutoTask system is tracking, and the timestamp when this event is due.



There is a second queue that the triage agent should check at the beginning and end of each shift: the CUSTOMER NOTE ADDED queue. This is particularly important for tickets that came in overnight, or on the weekend.



The reason for this is as follows:

When a ticket is initially received into the triage queue, the status of the ticket remains in "triage" unless the following circumstances occur:

1. An M-Theory employee reviews the ticket and places it into a different status, OR
2. A customer responds to the automated "A ticket has been opened" email before the M-Theory employee has had the chance to review the ticket.

For example, say the customer sends in a critical ticket at 3AM ("We have an unexpected power outage, the server room is down!") By default, Autotask would place that ticket into "triage" status. If the customer were then to send a follow up email at 5AM ("Power has been restored but this one server has not come back up and I have a thousand users down!") the ticket status would automatically be updated to "Customer Note Added"- and consequently removed from the Triage queue. A Triage agent coming in at 7AM, and checking ***only*** the triage queue, might not see it. When checking the CUSTOMER NOTE ADDED queue, check for the following factors:

1. Any ticket where there is either no agent assigned, or the agent is the triage agent themselves (all agents are responsible for replying to any customer inquiries relating to any tickets in their individually-named "My" agent queue)
2. Any ticket that looks as if it may have come in overnight or on the weekend but has not been addressed and
3. Most especially, any ticket in critical priority.

It is not the responsibility of the triage agent to resolve the ticket. The job of the triage agent is essentially the control of traffic, ensuring that all new tickets have been routed to an engineer for investigation. To assign a ticket to an engineer, open the ticket, and select EDIT. Review the reason that the ticket was opened, and make certain the correct category has been selected for the ticket. Review the Issue and Sub-Issue fields to be sure they are correct. Then scroll down to the ASSIGNMENT section. Select the queue for the technician who is to be assigned the ticket, and place the name of the technician in the PRIMARY RESOURCE field. Finally, change the status of the ticket from NEW to ASSIGNED. Upon selecting SAVE AND CLOSE, the ticket will be removed from the triage queue and placed into the queue for the individual technician.

Note: if the ticket being triaged is a critical ticket, it must be immediately escalated. The escalation process requires that the triage agent reach a live individual who will take responsibility for working the ticket. If the first person on the escalation list does not answer within fifteen minutes, the next person on the list is to be contacted, and so on. Continue to reach out until a live technician has been reached. Note the ticket appropriately (who was contacted and when, and what the response was.) A critical ticket is ***always*** a live transfer; it is ***never*** placed under an agent's name without the agent being notified.

Please direct any questions about this training material to your manager or supervisor. Thank you for reviewing this training document, and remember to work smart.