

Service Desk Queue Configuration

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Overview

This article contains guidance regarding the setting up of service desk queues, categories and sub categories.

When the service desk module is first enabled, prior to any tickets being created, service providers need to set up:

- Queues
- Categories
- Subcategories



Multi-tier? If your subscription to the service desk module includes Wholesale Service Desk (for wholesale service provider accounts) queues, categories and subcategories will need to be configured at both tiers. Furthermore, additional configuration is needed to ensure service tickets can move through all tiers appropriately when they are escalated from retail level to wholesale level and deescalated later in the ticket's life cycle.

Queues, categories and subcategories are set up and maintained by our Emersion customer service team.

When a subscription to the module is made, or if you are new to Emersion, Emersion will work with you to set up your preferred queues and ensure the system is tested and working in accordance with your preferences.

Service providers can define and configure queues, categories and subcategories using the template provided on this page. Send your completed template via your engage portal account [here](#).

[Download the template](#)



Extreme care is needed when configuring your service desk queues, categories and sub categories.

Once your completed template has been received, any further changes to the queue structure is subject to additional fees.

No change to existing queue structures are allowed once tickets are created against them.

Queue Prefix

Subscribers to [inbound mail](#) may choose to have replies automatically add notes to an existing service desk ticket.

To enable this, the outgoing email subject must be *prefixed*. The prefix tells the system the inbound email is a ticket reply and creates a note. The prefix is added to an outgoing email subject if the ticket queue has an email prefix value.



Emersion recommends the use of a simple 3 character combination, such as SUP for support, ACC for accounts.

Ensure your prefix is set in the template to have it configured against the ticket queue.

Business Rules

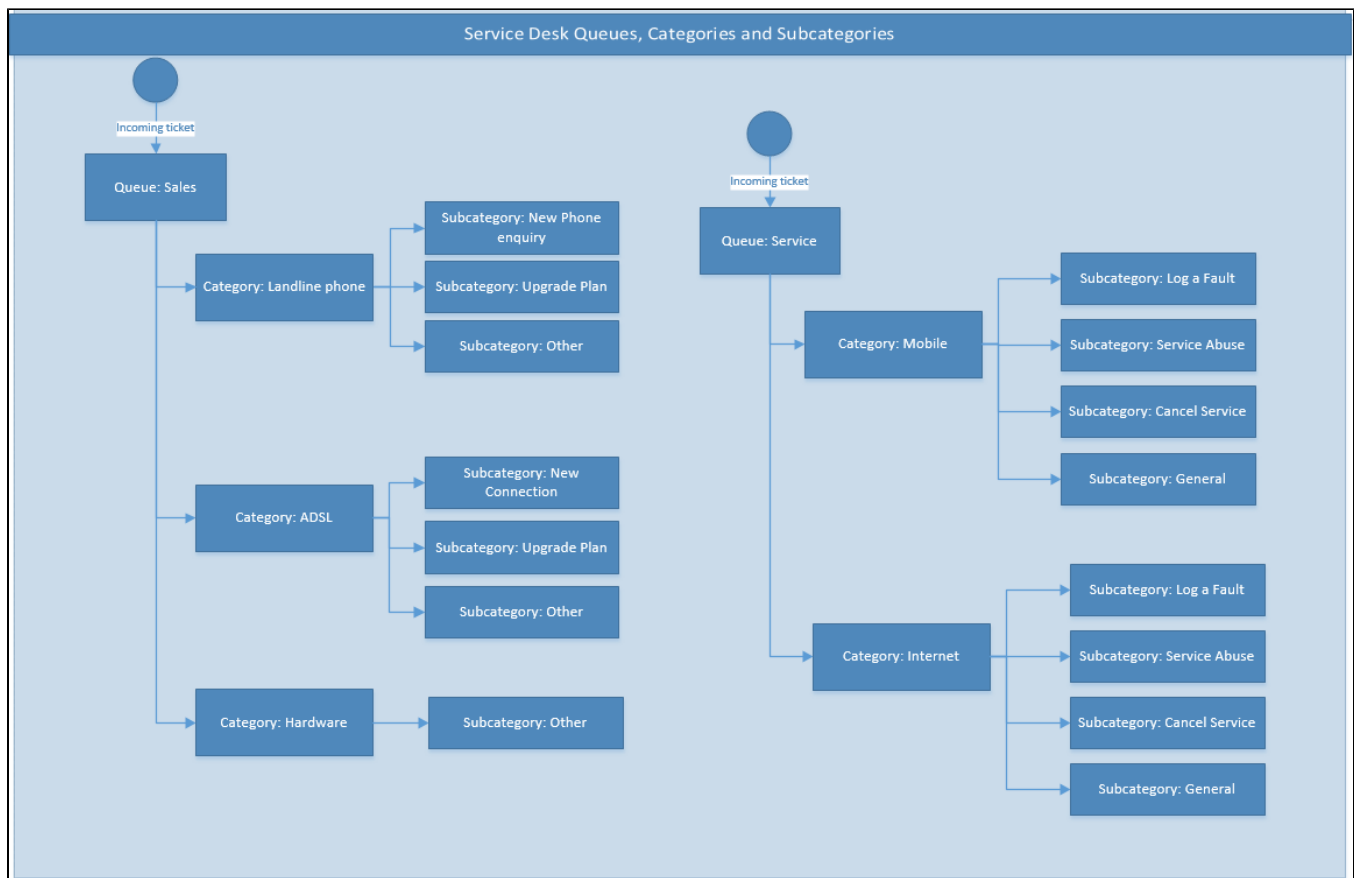
The following business rules apply to the service desk queue.

- There must be at least one queue.
- Each queue must have at least one category.
- Each category must have at least one subcategory.

This diagram shows a typical structure of queues, categories and subcategories. It is intended to be used as a guide only. Service providers can set up as many queues, categories and sub categories as needed.



Module fees apply based on the number of queues that are created. Check your license agreement to ensure you stay within your agreed number of queues and will not be invoiced for additional queues.



Queues

Each ticket must be allocated to a service desk queue. When a new ticket is created, this is a mandatory field. When creating a new queue, you can:

- configure the queue to assign a default priority and urgency setting to all tickets.
- configure a queue to be visible in the end user portal (retail only)
- configure a queue to be visible to your downstream service provider or not (wholesale service desk only)
- configure the type of queue it should be.
- configure the queue to assign an "email prefix" to outbound ticket summaries (*to be used by the inbound*)

Queue Types

There are two queue types, each with their own underlying business rules.

- Basic
- TIO

Basic Queue

Queues are configured to be basic by default and are queues with no specific custom business rules. The ticket is moved through its life cycle via status changes.

TIO Queue

This is a specific queue type that is designed exclusively for service providers that need to manage TIO cases. Customised behaviour exists to support the TIO notification requirements and procedures.

▪ TIO Account Flag

Accounts have a TIO flag to denote if a customer has a pending TIO complaint. The presence of an open TIO ticket for a customer will set this flag automatically. When the last TIO ticket for a customer has been closed, the flag will be automatically removed.-

▪ Debt Collection Management

The debt collection management events are configured to check for the existence of TIO tickets when they are triggered. Service Desk with a TIO queue is a prerequisite for this module.

- **Automated Account Suspension**

The automated suspension and restriction module checks for the existence of TIO tickets before taking any action.

Categories and Sub Categories

Categories and subcategories help service desk teams organise their tickets. Each ticket must be assigned to a category and a subcategory at the time it is created.

Categories and subcategories can be configured to be used in Cumulus, [the end user portal](#), or both.

Related Pages

- [Service Desk Queue Configuration](#)
- [Creating service desk tickets](#)
- [Updating service desk tickets](#)
- [Outbound Email Configuration](#)
- [How to Link Disputes and Service Desk Tickets](#)
- [Onboarding: Retail Service Desk Module](#)
- [Multi Tier Ticket Escalation Pathway](#)
- [Service Desk](#)
- [Outbound Email](#)
- [Inbound Mail](#)
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- [Event: Customer Updates Service Desk Ticket](#)
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