

Ticket Statuses

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Overview

This article contains the statuses of a service desk request (ticket).

The following ticket statuses, and their meanings, are provided below.



There are no underlying business rules for ticket statuses and statuses will not change automatically. Ticket statuses must be manually updated by users.

- New
- Assigned
- Escalated
- Waiting on End User
- Waiting on Provider
- Closed
- Completed
- Duplicate
- Invalid

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