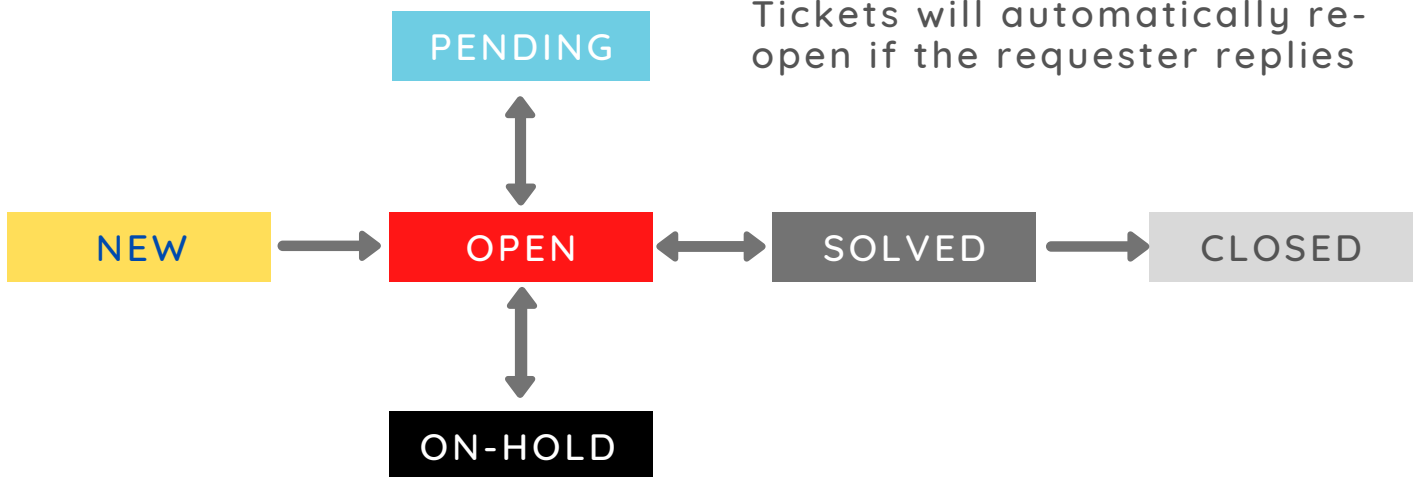


TICKET STATUS

for Zendesk Support

Ticket flow

Tickets will automatically re-open if the requester replies



Status details

NEW	The ticket was received and needs to be reviewed
OPEN	The ticket has been assigned and needs to be reviewed
PENDING	Assigned but waiting for answer from requester
ON-HOLD	Assigned but waiting on someone or something else
SOLVED	All questions answered, considered done
CLOSED	Ticket is archived, no further changes possible

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