Status Categories

**New** – a new ticket is created either by the user or by the Coordination Core for a user

**In Process** – a ticket is ‘In Process’ when it has been assigned by the Coordination Core

**Deferred** – a ticket is deferred if an assignee re-routes a ticket for re-assignment to another contact.

**Closed** – the issue is resolved, the ticket is closed by the contact. The database is updated to show that the ticket is closed and by whom.