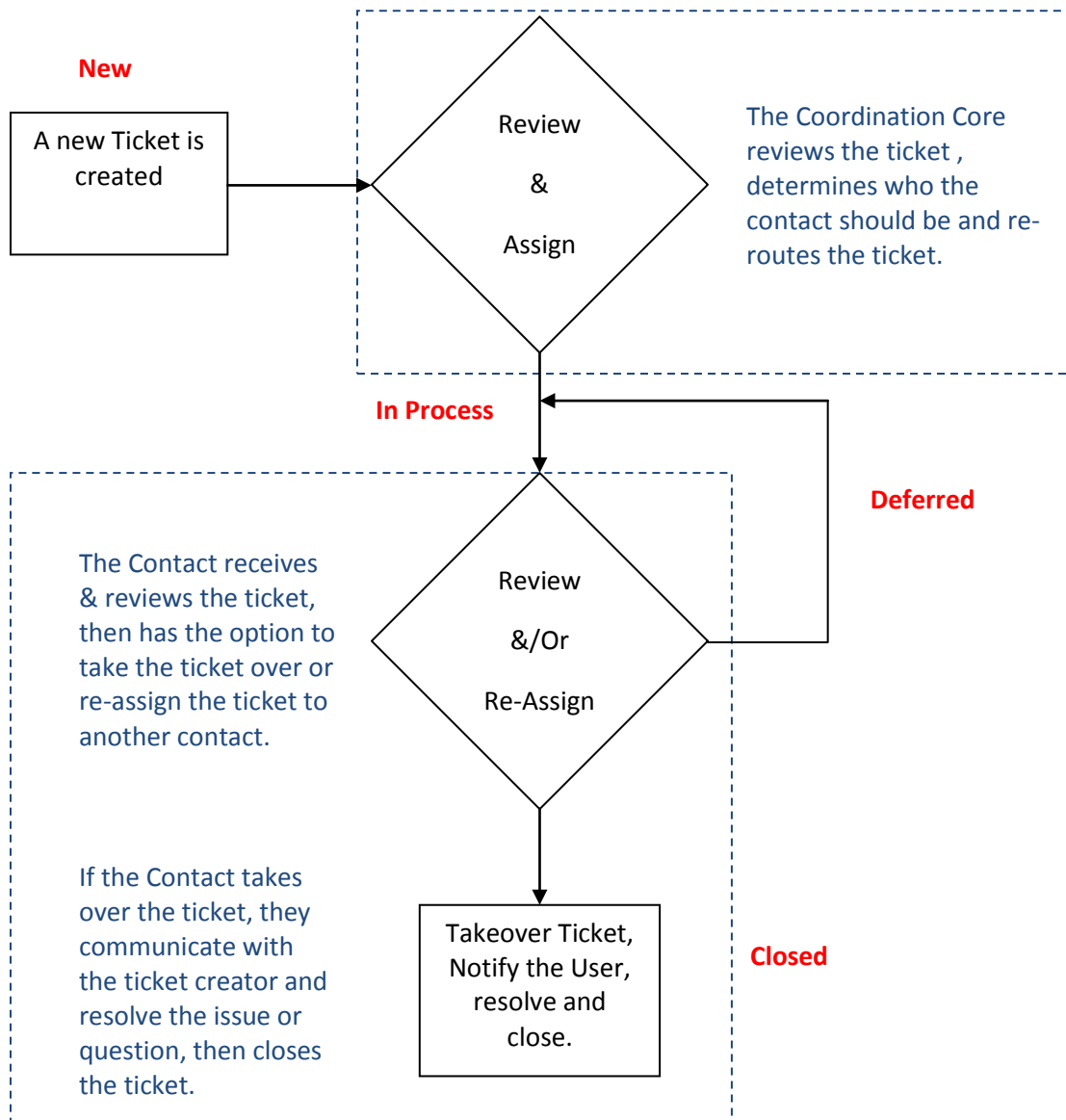


The ITS Direct Connect work flow



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.