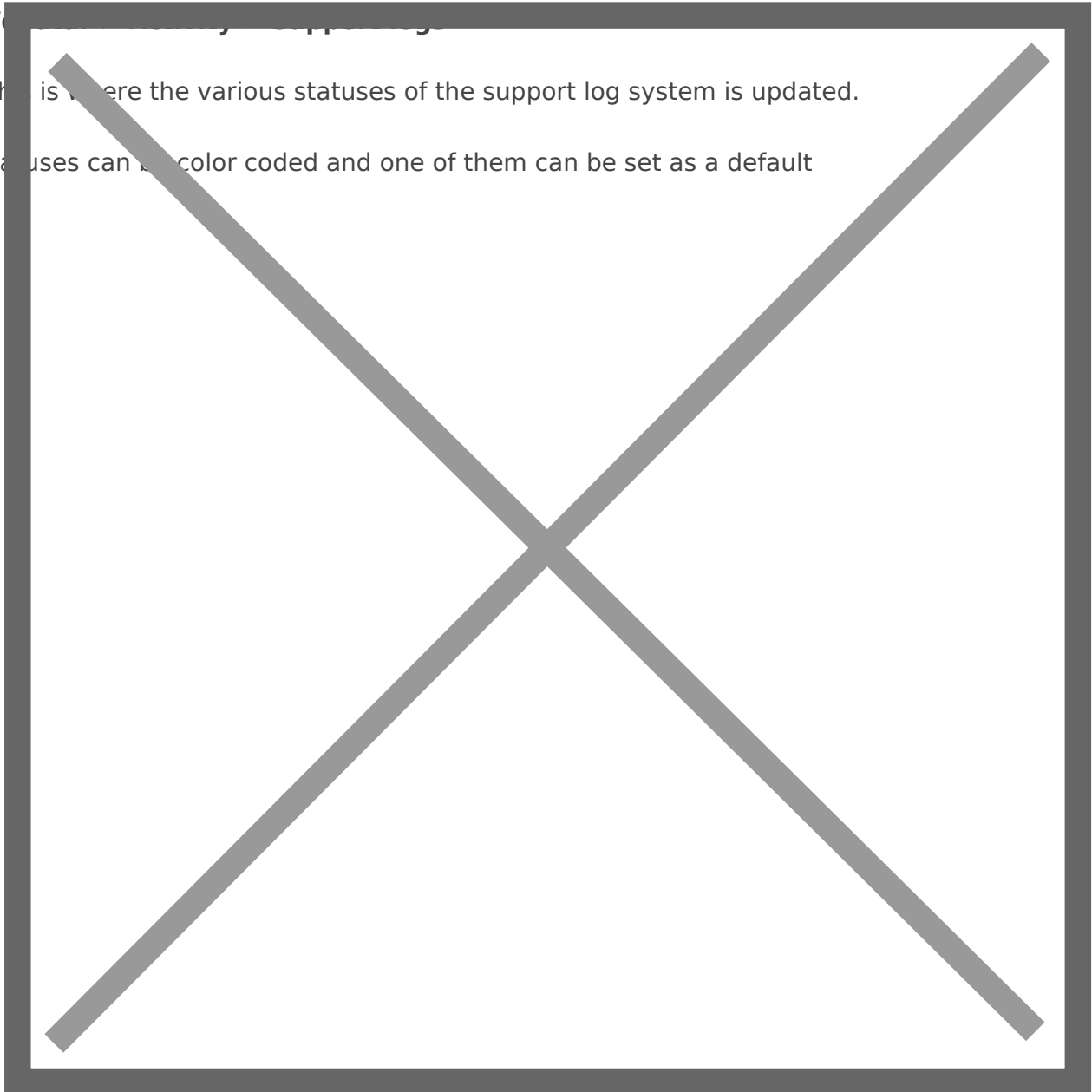


Support Log Status

What is the Support Log Status?

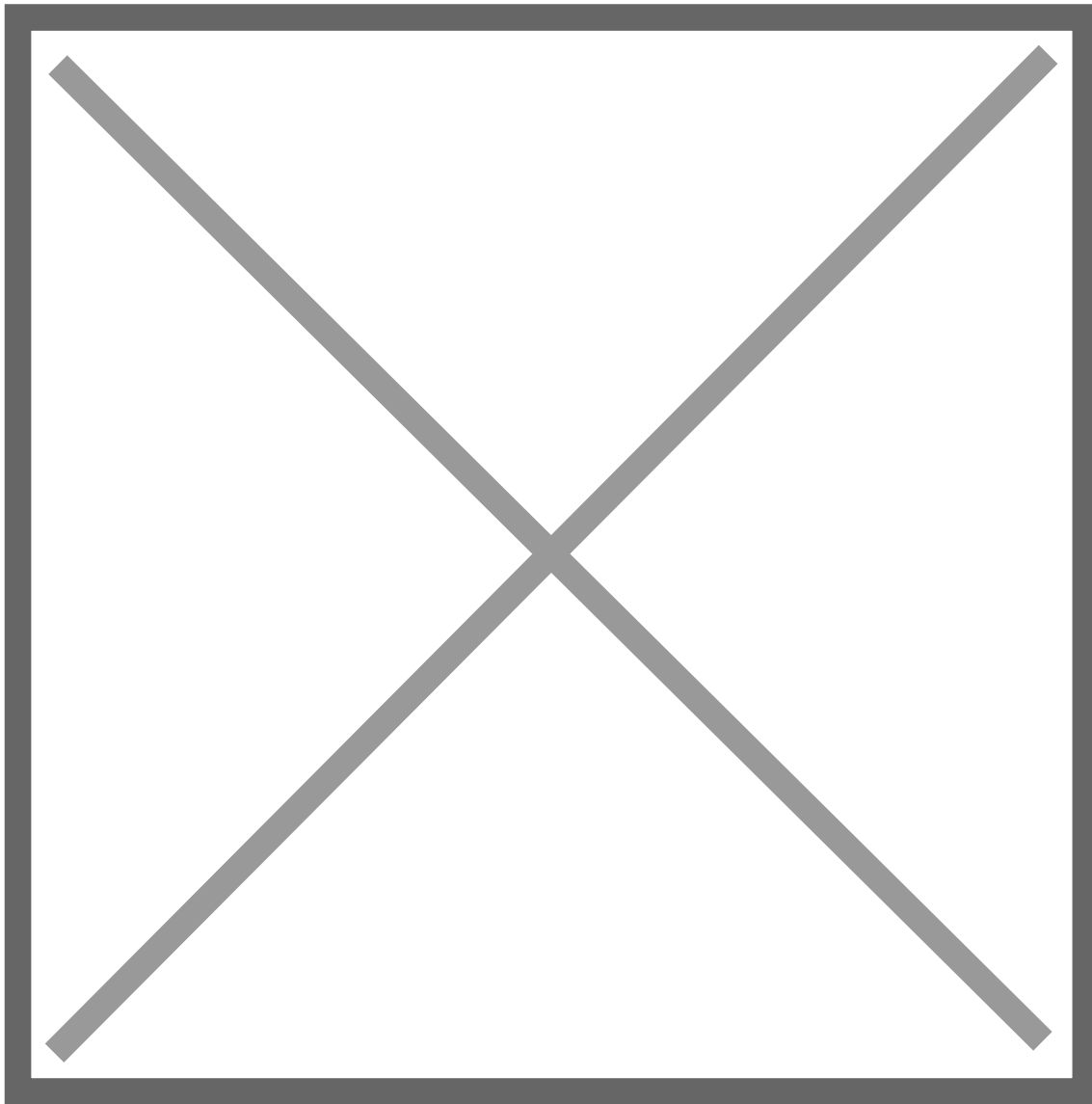
This is where the various statuses of the support log system is updated.

Statuses can be color coded and one of them can be set as a default



Status sections can be deactivated should you have historical statuses.

The description can be changed to your company needs



First Section

The Support status is split into two sections

First section has got to do with the actual status on the support logs

Description

Description of the type of Status you want shown

Active

This is to indicate that this status is active and will show on the drop down of the menus.

Take the tick off to deactivate this status from the selection lists, but keeping the history of the support logs already shown.

Colour code

Colour indicate the font colour on the support log ticket grid for easier reading

Set As Default Item

There can only be one Default item in this list.

If the user wants another status to become a default status, then he would first have to unselect the default status from the other status item and then go back to the status item to select.

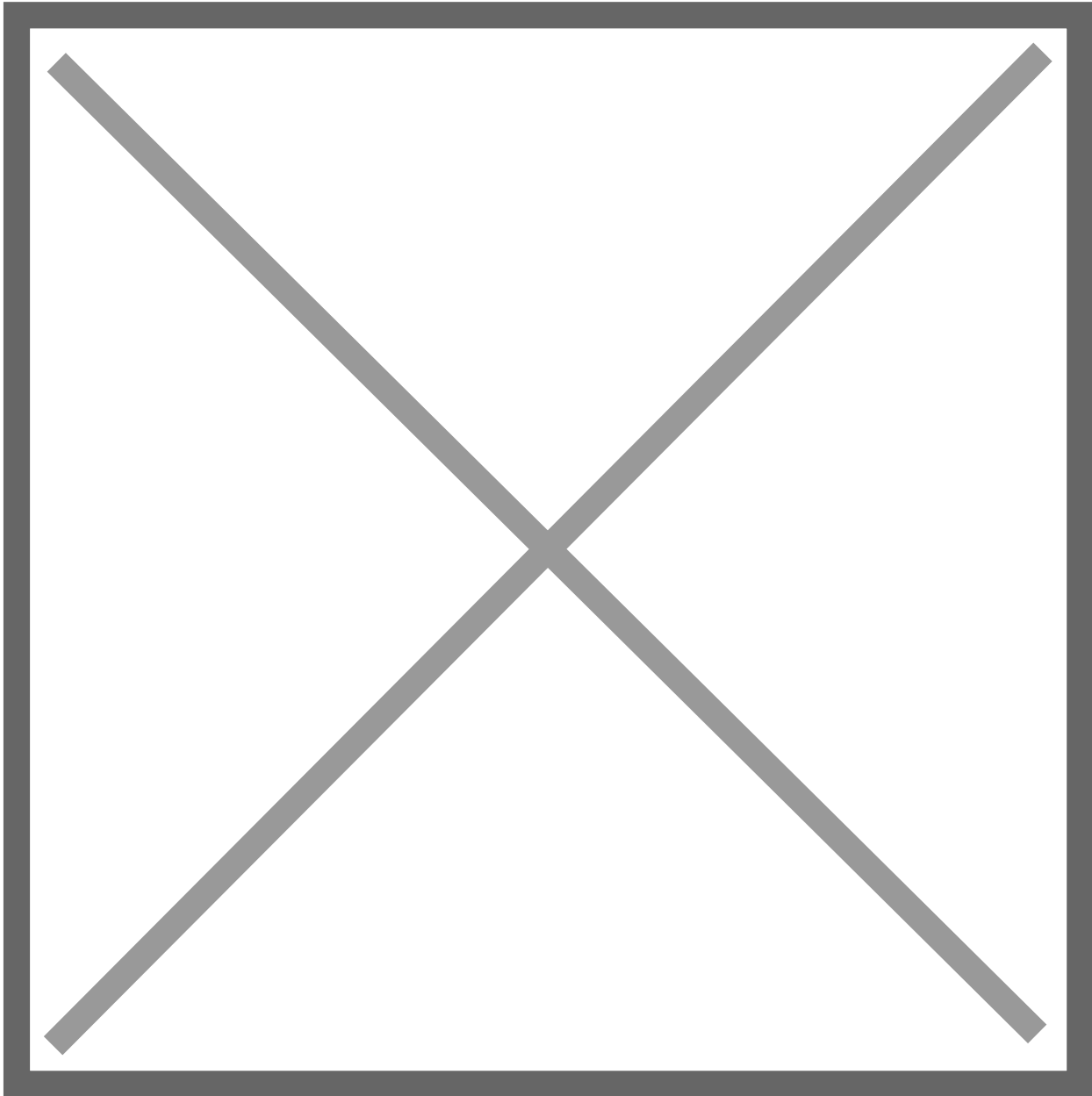
This is why the Set As Default Item is inactive when there is another status already active.

Sequence Number

This sequence is used in the workflow flow of the various statuses.

Second section

The green part of the status setup is reserved for the support log logging.



Severity Indicator

Active this tick box in order for the severity status to be shown up on the support request

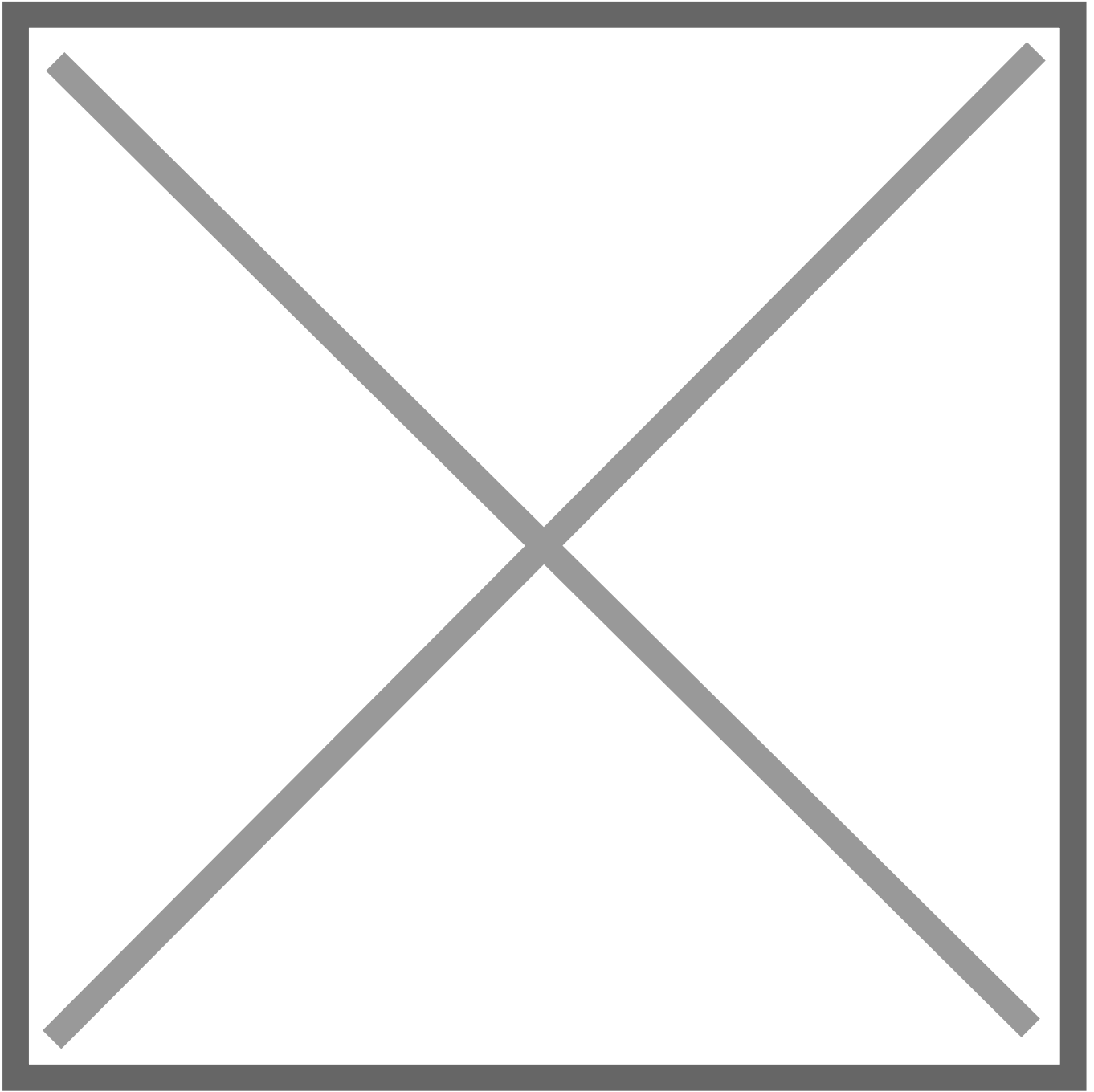
Severity Order

This will give the order in which you want the severity status to be shown in order from 1 upwards

Email Frequency

The email frequency will send out emails to internal support indicated persons every X minutes until the logged support log ticket is looked at and assigned.

If you set to 30 minutes, the system will send the selected support people an email every 30 minutes until someone handles the log.



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