**Most common email providers in the USA – Canada – England:**

Please don’t memorize this information. Instead, just get familiar with the most common email providers so you can recognize them soon.

1. [**Gmail**: Google’s email service, known for its user-friendly interface and integration with other Google services](https://mailchimp.com/resources/most-used-email-service-providers/).
2. [**Outlook**: Microsoft’s email service, which includes features like calendar integration and a clean interface](https://mailchimp.com/resources/most-used-email-service-providers/).
3. [**Yahoo Mail**: Known for its large storage capacity and customizable themes](https://mailchimp.com/resources/most-used-email-service-providers/).
4. [**iCloud Mail**: Apple’s email service, integrated with the Apple ecosystem](https://mailchimp.com/resources/most-used-email-service-providers/).
5. [**AOL Mail**: One of the oldest email services, still popular among certain user groups](https://mailchimp.com/resources/most-used-email-service-providers/).
6. [**ProtonMail**: Focuses on privacy and security with end-to-end encryption](https://mailchimp.com/resources/most-used-email-service-providers/).
7. [**Zoho Mail**: Offers a suite of productivity tools along with email services](https://mailchimp.com/resources/most-used-email-service-providers/).
8. [**Comcast (Xfinity) Email**: Provided by the telecommunications company Comcast](https://mailchimp.com/resources/most-used-email-service-providers/).
9. [**Verizon Email**: Another telecommunications provider offering email services](https://mailchimp.com/resources/most-used-email-service-providers/).
10. [**AT&T Email**: Provided by the telecommunications company AT&T](https://mailchimp.com/resources/most-used-email-service-providers/).

**Introduction to Ticketing Systems**

A ticketing system is a software tool used to manage and track service requests, issues, or tasks within an organization. These systems are essential for efficient customer support, IT service management, and internal helpdesk operations. Here’s a brief overview, including key vocabulary, terminology, and priorities:

**Terminology**

1. **Ticket**: A record of a service request, issue, or task that needs to be addressed.
2. **Agent**: A person responsible for handling and resolving tickets.
3. **Queue**: A list of tickets waiting to be addressed, often organized by priority or category.
4. **SLA (Service Level Agreement)**: A commitment between a service provider and a customer regarding the expected level of service.
5. **Priority**: The level of importance assigned to a ticket, determining the order in which it should be addressed.
6. **Status**: The current state of a ticket (e.g., Open, In Progress, Resolved, Closed).
7. **Escalation**: The process of moving a ticket to a higher level of support or management due to its complexity or urgency.
8. **Knowledge Base**: A repository of articles, FAQs, and solutions to common issues, used to help resolve tickets more efficiently.
9. **Automation**: The use of software to perform repetitive tasks without human intervention, such as ticket assignment or status updates.

**Priorities**

Tickets are often prioritized based on their urgency and impact. Common priority levels include:

|  |
| --- |
| **Critical**: Issues that cause significant disruption and require immediate attention. |
| **High**: Important issues that need to be resolved quickly but are not as urgent as critical issues. |
| **Medium**: Standard issues that need to be addressed in a reasonable timeframe. |
| **Low**: Minor issues that do not significantly impact operations and can be resolved later. |

**Additional Information**

* **Ticket Creation**: Tickets can be created through various channels, such as email, phone, web forms, or chat.
* **Ticket Assignment**: Tickets are assigned to agents based on predefined rules, such as expertise, availability, or workload.
* **Issue Resolution**: Agents work on resolving tickets by troubleshooting, providing solutions, or escalating if necessary.
* **Reporting and Analytics**: Ticketing systems often include features for tracking performance metrics, such as response times, resolution times, and customer satisfaction.