**HPSM Tagging Guidelines**

1. **Ticket Acknowledgement** => If FT is booked for customer’s query and TT number is shared with the customer on email. Such email is to be tagged under this category.
2. **Initial Technical update** => When FT is booked, and logs are checked. This first technical update is shared basis upon technical logs to be tagged under this category.
3. **Communication with internal Customer – internal** => When case is forwarded to any secondary team (L2/RF/Switch), same email to be pasted and tagged under this category.
4. **Escalation** **to lead level 1/2/3** – Case is escalated to any of the level (1/2/3) as per requirement, same email to be tagged accordingly.
5. **Update from customer** **– email** => if customer has reverted us with an update via email.
6. **Update from customer** **– phone** => if customer has reverted us with an update via phone.
7. **Update from L2/RF/Switch** => When case is with secondary team (L2/RF/Switch) and we have received revert from that respective team. This update email to be tagged under this category. **Update from B2X team is to be tagged under Update from L2.**
8. **Progressive update – technical** => In case we are taking follow up with customer regarding testing /device arrangement/availability, those updates to be tagged under this category. This will involve an update regarding technical activities only. e.g., testing is pending/customer’s availability is pending.
9. **Progressive update – Assurance** => If case is assigned to any secondary team and customer’s TAT is about to get violated and we do not have concrete update available with us. An email shared with the customer under such situation stating assurance is to be tagged under this category.