Activities along with the description:

INIT: End user logs a call in ticket system

AutoAssign: Request is assigned to an analyst automatically

PendingForDMA: Waiting for Delivery Manager (DM) approval

AutoAssignFailed: Auto assignment fails so manager assigns ticket manually

DM Approved: DM approves request for further progress

FLD: Ticket properties such as impact, request area are updated

LOG: A comment logged by user

ESC: Priority is changed

ATTACHTDOC: Required document is attached by the user

ACK: Analyst changes the status to Acknowledge

Transfer: Ticket transfer to other analyst

Call Back: Return call request to end user

Awaiting User Inputs: User input request by analyst

User IP Received: Inputs updated by end user

RE: Ticket resolved by analyst

Non-RE: User marks ticket not resolved before ticket closes

AUI-Autoclosure: Auto close if no inputs received within 10 business days

Autoclosure: Auto close if resolution not confirmed by user within 2 days

Closed: Ticket service closed

Reopen (RO): User dissatisfied with ticket closure, thus, reopens