**DICTIONARY**

PROCASTINATION:

description like ‘%get back%’;

description like '%workng%' or description like '%wrking%';

description like '%get back to you%' and description not like '%download%get back%'

and description not like '%get back%download%';

description like 'will %' or description like 'I will %' or description like '%we will check%' or description like '\_\_\_\_\_will check %';

description like '%wait for sometime%';

description like 'ok%';

description like '%checking on%' or description like '%checking with%' or description like '%checking%' or description like '%checking is%') and description not like '%checking%ipaddress%' and description not like '% cross chechking %';

description like '%inpro\_ress%' or description like '%in progress%' or description like '%in pro\_ess%';

(description like '%will come%' or description like '%will reach%');

(description like '%will update%' or description like '%tomorrow%' or description like '%asap%' or description like '%will%soon%') and description not like '% me asap%' and

description not like '%raise a request%';

description like '%wait%' and description not like '%child request%' and description not like ' %printer installation%steps%', description like '%will%come%';

description like '%progress%';

(description like '%progress%' or description like '%wait%' or description like '%doing%' or description like '%will update%');

CONTACT ME:

description like '% ping%' or description like '%png me%' or description like '%mail me%' or description like '%call me%' or description like '%please%know%free%' or description like '%give me%call%' or description like '%con\_\_\_t me%';

description like '%kindly reach me%' or description like '%drop me a mail%';

description like '%let%know%available%';

(description like '%reply me%' or description like '%contact me%' or description like '%ping %' or description like '%contact ccd%' or description like '%mail me%' or description like '% current assignee %' or description like '%call back%' or description like '%desk %' or description like '%CCD area%' or description like '%ccd dep%'

or description like '%ccd dp%') and description not like '%call you%' and description not like '%keeping%';

description like '%bring%laptop%' or description like '% come%';

description like '%reach%';

TRANSFER:

description like '%transfer to%', ‘%assign to%’

DONE SO CHK:

(description like '% check and upd%' or description like '% check & upd%' or description like '% chk and upd%' or description like '% chk & upd%' or description like '% done % check%' or description like '% check and c%') and description not like '% will check%' and description not like '% check and can%';

description like '%installed%check%' or description like '%installed%chk%' or description like '%chk%installed%' or description like '%chk%installed%';

description like '%if%reach%';

(description like '%revert%issue%' or description like '%issue%revert%' or description like '%check%revert%') and (description not like 'Please check with%');