

Shubham Jhijaria

Data analyst Intern

Design Document

# TICKET ESCALATION

## (Grievance Redressal System - GRS)

- **Outcome:**

Ticket escalation in Zoho Desk is a feature designed to ensure timely resolution of customer support issues. It helps prioritize tickets that are not resolved within a specified timeframe or do not meet certain criteria, escalation them to higher authority levels or triggering specific actions. Below, I'll provide a detailed overview of the process and include a visual guide.

- **Use case Implementation Steps:**

### Implementation Stage 1: Log in to Zoho Desk:

- Go to the [Zoho Desk website](#) and log in with your credentials

### Implementation Stage 2: Navigate to the Tickets Module:

**Description:** Locating the "Tickets" module on the Zoho Desk dashboard to initiate the ticket creation process.

**Input:**

**Output:**

- Display of the Tickets module interface

### Implementation Stage 3: Create a New Ticket:

**Description:** Starting the ticket creation process by clicking the "+ New Ticket" button.

Shubham Jhijaria

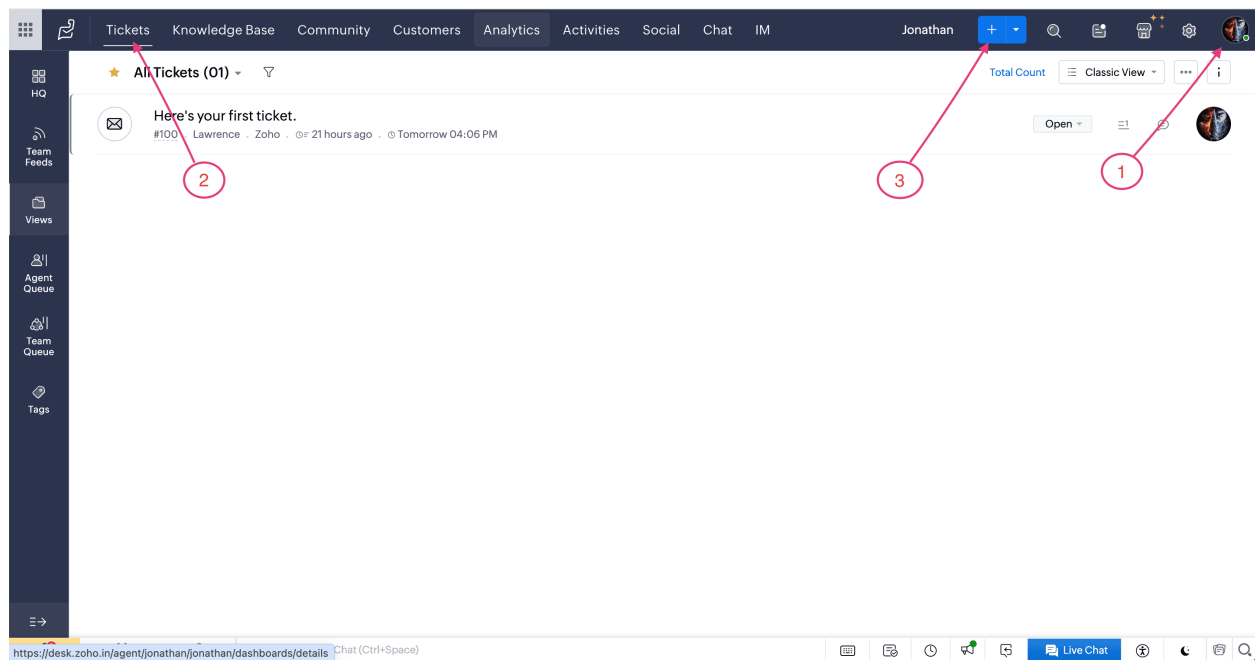
Data analyst Intern

### Input:

- Access to the Tickets module

### Output:

- Display of the new ticket creation form



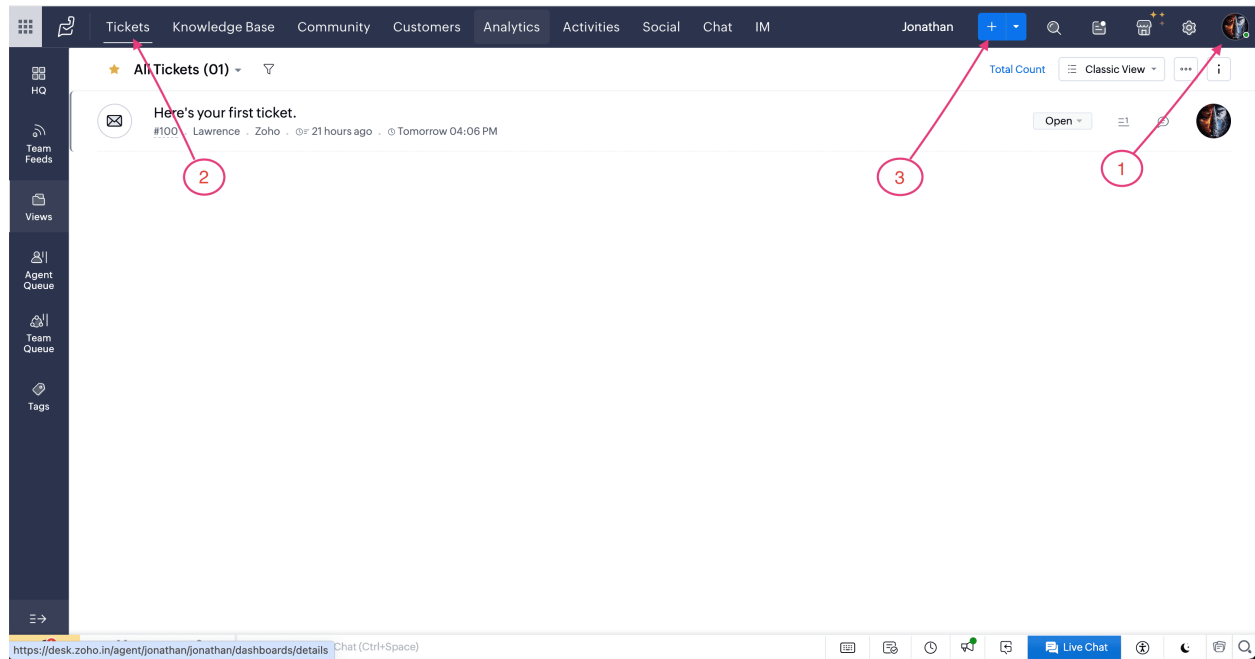
### Implementation Stage 4: Enter Ticket Details:

**Description:** Entering the necessary information into the ticket creation form to provide details about the student's issue or request.

### Input:

Shubham Jhijaria

Data analyst Intern



#### Implementation Stage 4: Enter Ticket Details:

**Description:** Entering the necessary information into the ticket creation form to provide details about the student's issue or request.

#### Input

- **Requester:** Student's name or email address
- **Subject:** Summary of the issue or request
- **Description:** Detailed explanation of the issue or request
- **Category:** Type of issue (e.g., Technical Support, Billing)
- **Priority:** Level of urgency (e.g., Low, Medium, High, Urgent)
- **Due Date:** (Optional) Deadline for resolving the ticket
- **Attachments:** (Optional) Relevant files like screenshots or documents

#### Output:

- Completed ticket creation form ready for submission

Shubham Jhijaria

Data analyst Intern

Tickets / Add Ticket / Choose Ticket Template

**Ticket Information**

Contact Name \* Account Name

Email Phone

Subject \*

Description

Status \* Open Ticket Owner Jonathan Ashley

Product Name

**Submit** **Cancel**

**RELATED DETAILS**

**Contact Information**

No Contact chosen

The details about the Contact you wish to enter will be displayed here.

[Choose Contact](#)

**MARKETPLACE EXTENSIONS**

## Implementation Stage 5: Monitoring And Adjusting

**Description:** in the tickets module, you can filter and view tickets that have been escalated. This helps you keep track of tickets that needs urgent attention.

**Input:**

- Format
- Insert
- Fields
- Page Setup
- View
- Tools

Edit

Style

Font

Shubham Jhijaria

Data analyst Intern

## Paragraph

Convert to automation template

Merge template

Use this to generate personalized documents that can be emailed, downloaded or sent for sign.

Fillable template

Use this to build forms that can be filled and submitted, downloaded, emailed or sent for sign.

Sign template

Use this to collect data, signature and initials from configured signers.

12345

## Design Document

- **Subject:** Summary of the issue or request
- **Description:** Detailed explanation of the issue or request
- **Category:** Type of issue (e.g., Technical Support, Billing)
- **Priority:** Level of urgency (e.g., Low, Medium, High, Urgent)
- **Due Date:** (Optional) Deadline for resolving the ticket
- **Attachments:** (Optional) Relevant files like screenshots or documents

## Output:

- Completed ticket creation form ready for submission

Shubham Jhijaria

Data analyst Intern

The screenshot displays the 'Add Ticket' form in a Zendesk interface. The top navigation bar includes links for Tickets, Knowledge Base, Community, Customers, Analytics, Activities, Social, Chat, and IM. The user 'Jonathan' is logged in. The breadcrumb trail shows 'Tickets / Add Ticket / Choose Ticket Template'. The main form is titled 'Ticket Information' and contains several input fields: 'Contact Name \*' (with a red asterisk), 'Account Name', 'Email', 'Phone', 'Subject \*' (with a red asterisk), 'Description', 'Status \*' (a dropdown menu currently set to 'Open'), 'Ticket Owner' (a dropdown menu currently set to 'Jonathan Ashley'), and 'Product Name'. At the bottom of the form are 'Submit' and 'Cancel' buttons. On the right side, there is a 'RELATED DETAILS' panel with a 'Contact Information' section that shows 'No Contact chosen' and a 'Choose Contact' link. Below this is a 'MARKETPLACE EXTENSIONS' section. The bottom status bar shows 'Unread Chats', 'Channels', 'Contacts', and a 'Live Chat' button.

## Implementation Stage 5: Monitoring And Adjusting

**Description:** in the tickets module, you can filter and view tickets that have been escalated. This helps you keep track of tickets that needs urgent attention.