| **Status** | **Definition** | **Resolution/Update (Customer Will See)** |
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| New | A case has been created in the CRM system. | * A request has been created and submitted to the servicing department. * Redress; case resubmitted to the servicing department.  Customer reported issue closed and not resolved.   **Note: Only 311 agents can select the redress option.** |
| Open | The service department has received the case and placed it in their work order system or placed it in a queue to be assigned/addressed. | * Request has been received by the servicing department.   *[This message will auto-populate once received by the servicing department]* |
| In Progress | The service department has assigned the case and actions/activities have taken place. | * Assigned for review, inspection or investigation.   *[Requires public case comment by servicing department.]*   * Investigation conducted.   *[Requires public case comment by servicing department.]*   * Follow up investigation is scheduled.   *[Requires public case comment by servicing department.]*   * Assistance is required from another source.   *[Requires public case comment by servicing department.]*   * Case assigned to another servicing department.   *[Requires public case comment by servicing department.]* |
| Closed | The case has been resolved (completed) and/or closed by the servicing department. | * Repair Completed * Issue Resolved * Information Provided   *[Requires public case comment or issues resolution field be populated by servicing department.]*   * Referred to another organization.   *[Requires public case comment or issues resolution field be populated by servicing department.]*   * Unable to access location/property reported.   *[Requires public case comment or issues resolution field be populated by servicing department.]*   * Unable to find issue at location. * The customer cancelled the request. * Other   *[Requires public case comment or issues resolution field be populated by servicing department.]*   * This type of information is not within the scope of City government services.   *[Knowledge Base support use only]*  **Note: 311 internal use only.** |