**Awaiting Ticket Resolution**

Conditions:

Example: 157512824

***Step 1*** : Check if the task Awaiting Ticket Resolution is in Ready State using the below query:

**Inconcert SqL Query:** -

Select ord.purge\_IND,ms.ms\_task\_id,ord.usrp\_order\_number,sub.order\_gate1\_status, sub.ms\_sub\_order\_id,sub.wan\_link\_ip\_addr, wf.name, wf.status, wf.job\_id, wf.task\_id, wf.first\_ready\_time,wf.ready\_time, wf.due\_date, wf.done\_time, wf.first\_ready\_time,wf.skipped\_time, wf.perform\_condition, wf.ITERATE\_CONDITION

from ms\_order ord, ms\_sub\_order sub,ms\_job j,wf\_task wf,wf\_job job,ms\_task ms

where

Ord.Usrp\_Order\_Number In

('157968653')and ord.ms\_order\_id = sub.ms\_order\_id and ms\_sub\_order\_id = j.entity\_id

and wf.job\_id= hextoraw(j.wf\_job\_id) And Wf.Job\_Id = Job.Job\_Id and wf.task\_id= ms.WF\_TASK\_ID

and j.entity\_type=5 and (wf.status in (1));

**mS Updates SQL Query:-**

SELECT usrp\_order\_number, o.ms\_order\_id, ms\_sub\_order\_id, t.name, t.status\_updated\_date , t.status, t.\* FROM ms\_task t, ms\_job j, ms\_order o , ms\_sub\_order so WHERE usrp\_order\_number IN (‘157968653’) AND so.ms\_order\_id = o.ms\_order\_id AND entity\_id = ms\_sub\_order\_id AND entity\_type = 5 AND t.wf\_job\_id = j.wf\_job\_id and t.status = 1;

**With Error Task:-**

**Task “Receive SXP CSR Result/Trigger SXP for CSR” is in waiting state**:

Let’s take a tour with live Order example:

Example: 147075686

*Step 1*: Awaiting Ticket Resolution is Ready State



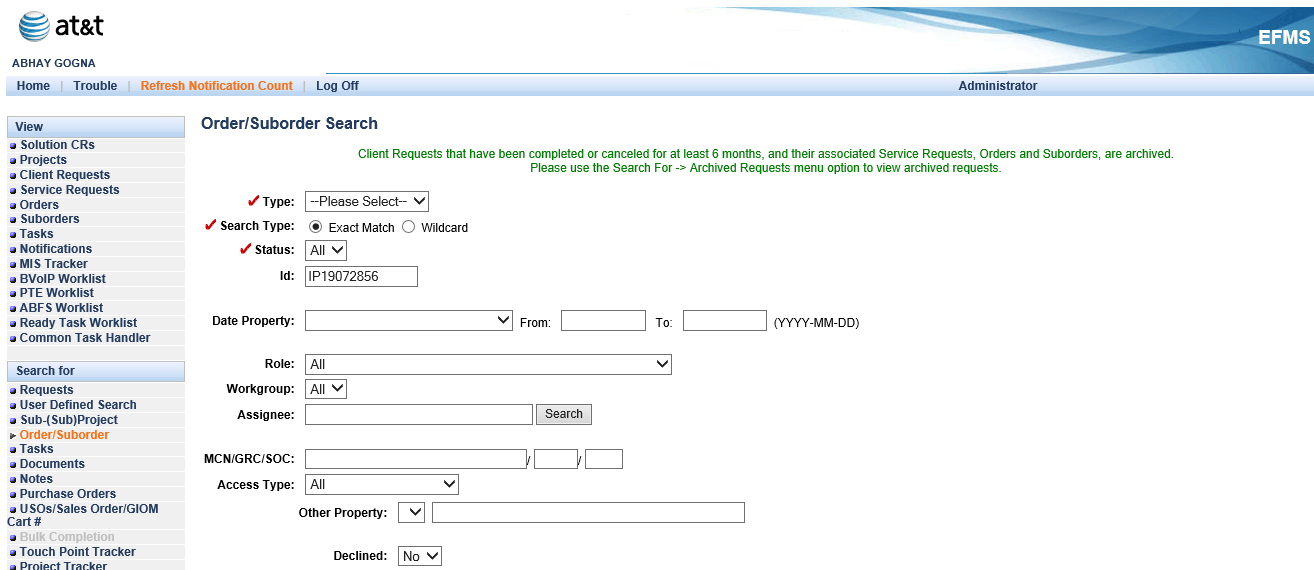
*Step 2*: Receive SXP CSR Result/Trigger SXP for CSR is in Waiting State



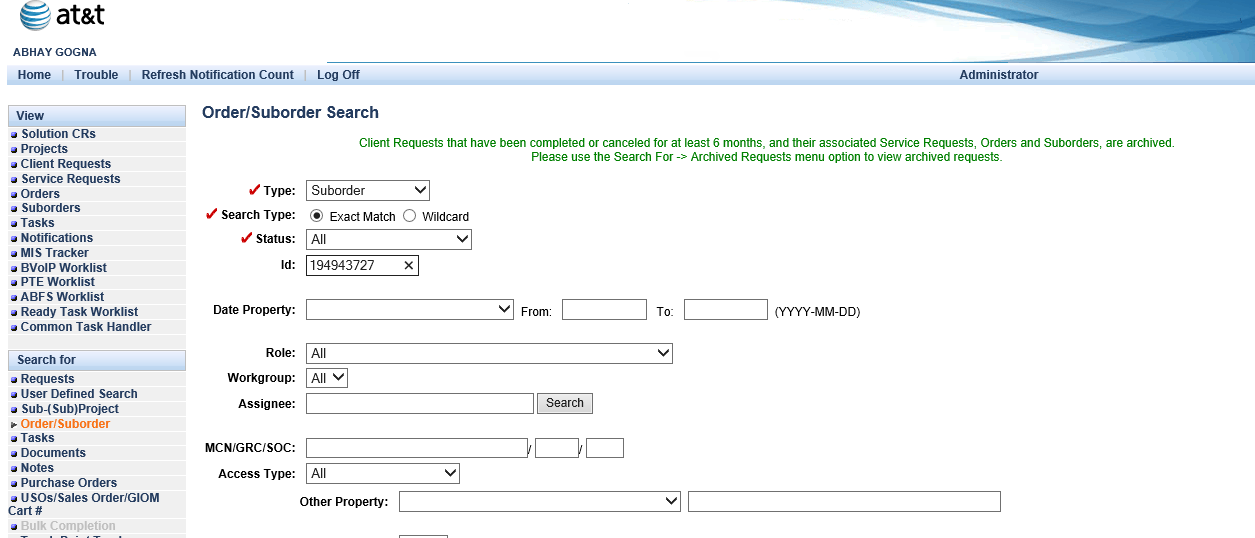
**EFMS GUI** [**URL :-**](URL:-)

[**http://efmsms.it.att.com:8008/MS**](http://efmsms.it.att.com:8008/MS)

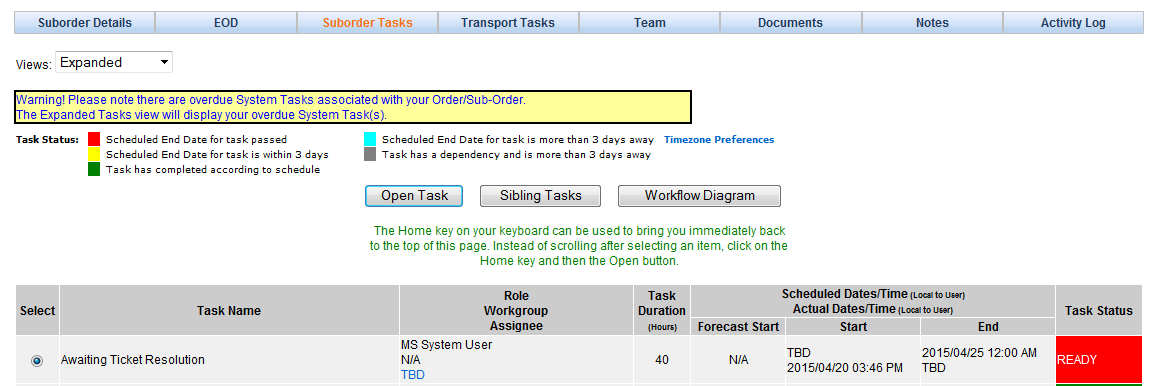
**EFMS GUI:**

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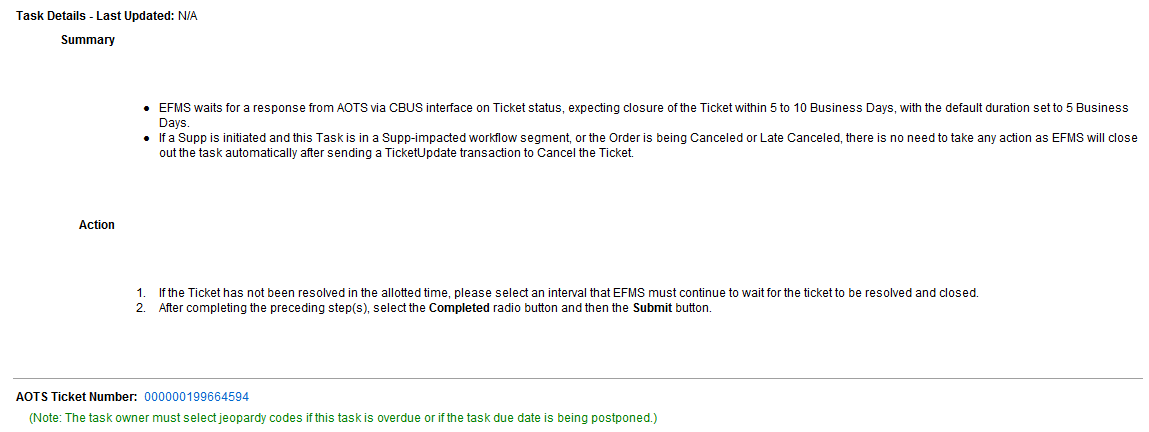
**Order / Sub-Order Level:**

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*Step 3*: Get the AOTS Ticket Number from GUI, under Suborder tasks, Hit open to Awaiting Ticket Resolution



*Step 4:* Get the AOTS Ticket Number:



Close the AOTS ticket as auto ticket in *BMC Remedy*.

Workaround: Open the BVoIP order in GUI, click on the task summary get the AOTS auto ticket number and close the auto ticket in BMC Remedy.

**Note**: If none of the above conditions match force complete the Awaiting Ticket Resolution