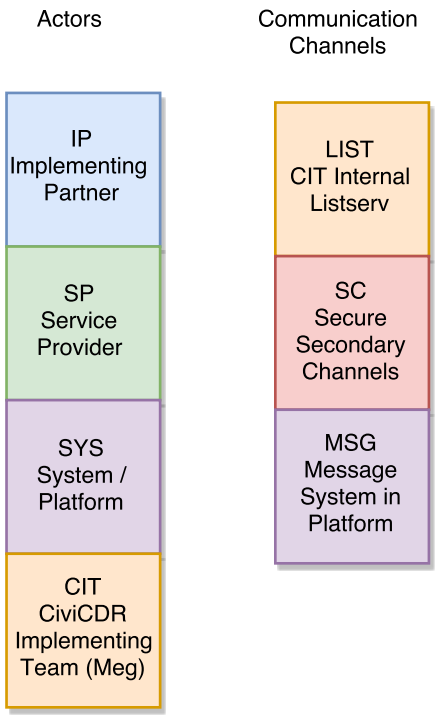
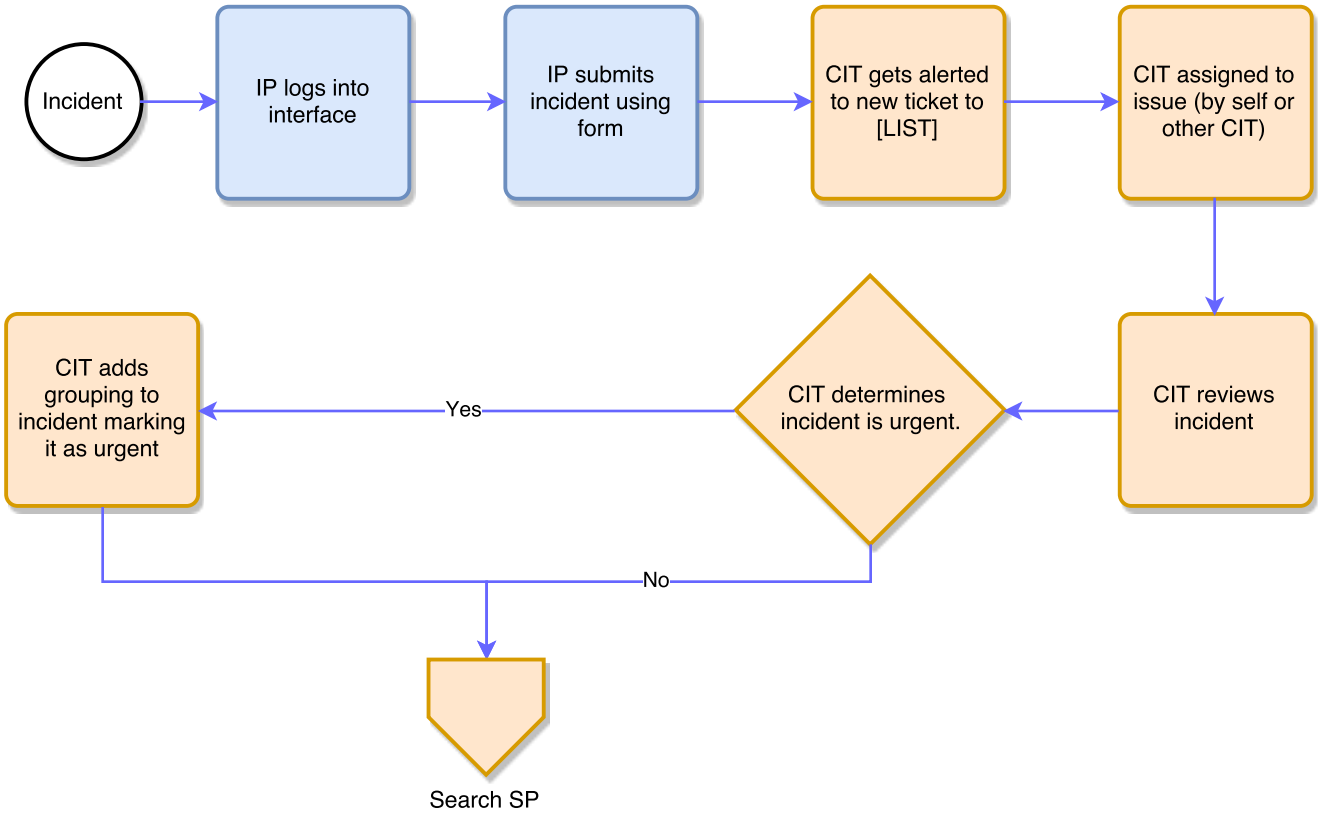
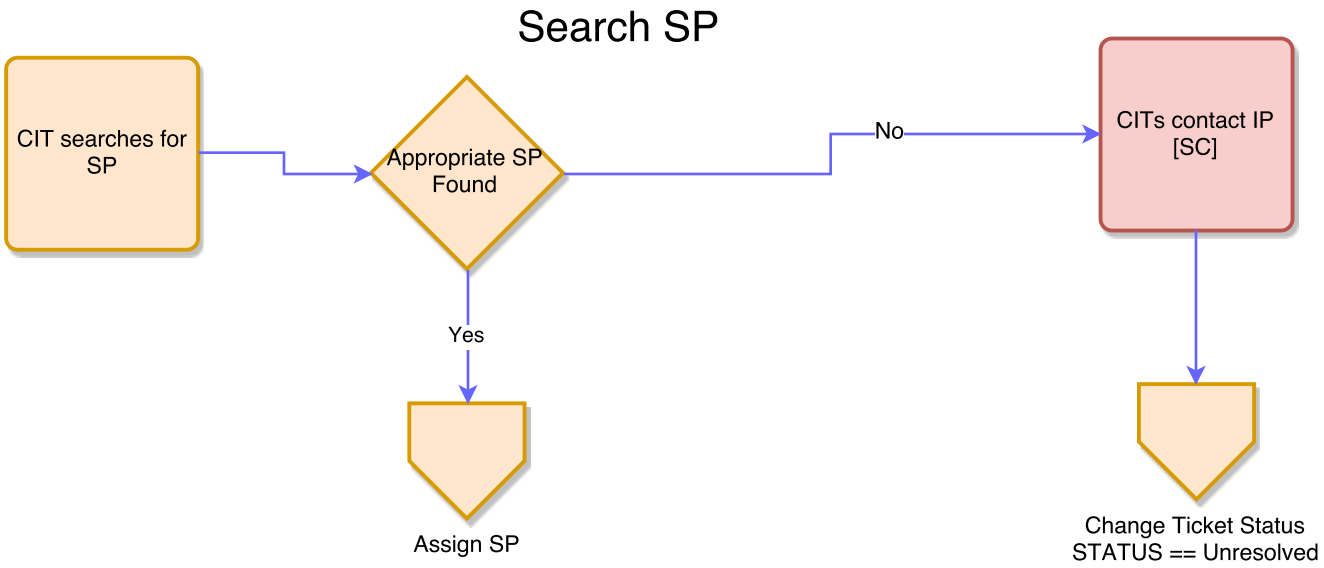
# Actors // Channels

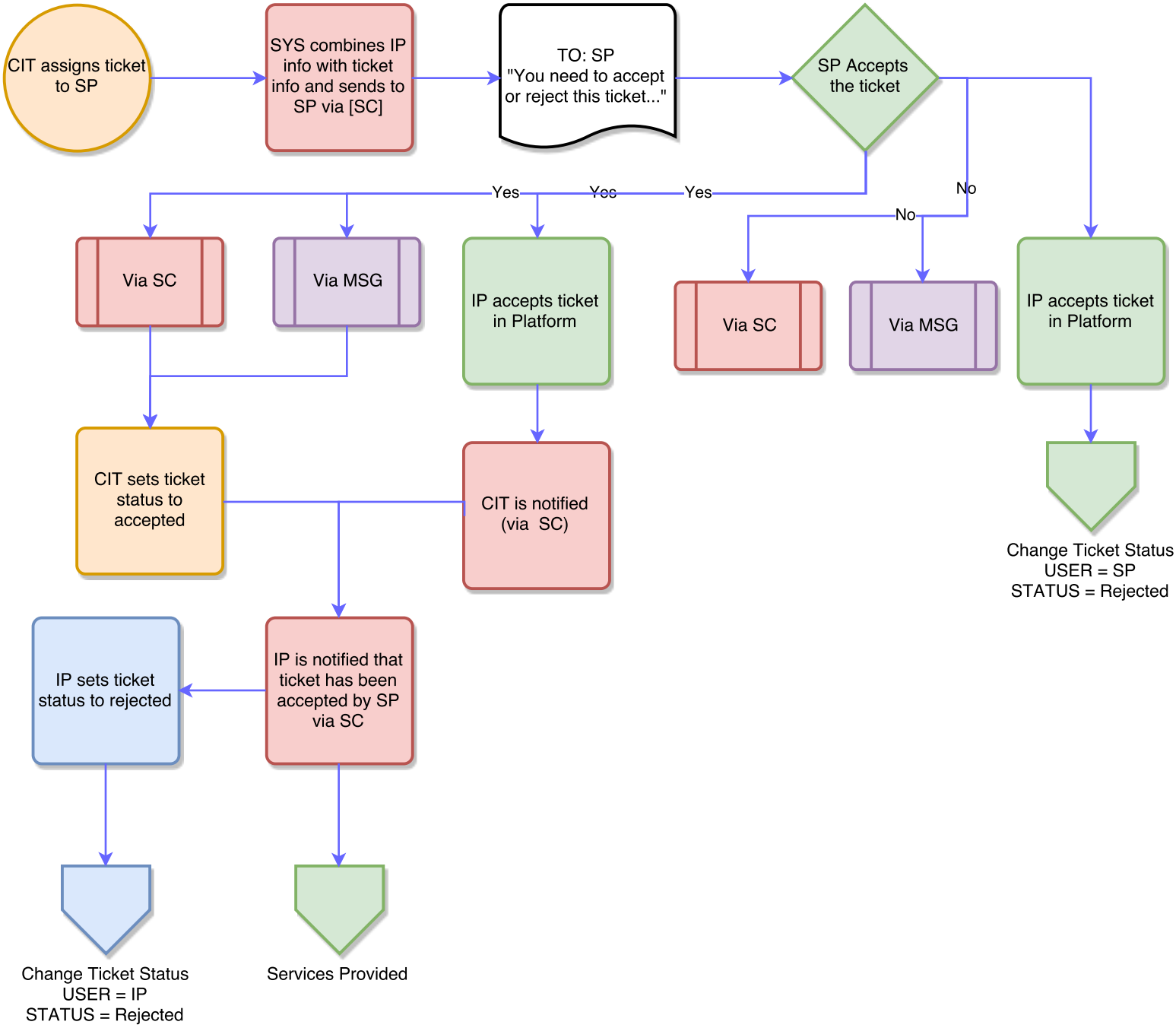


# Incident Submission

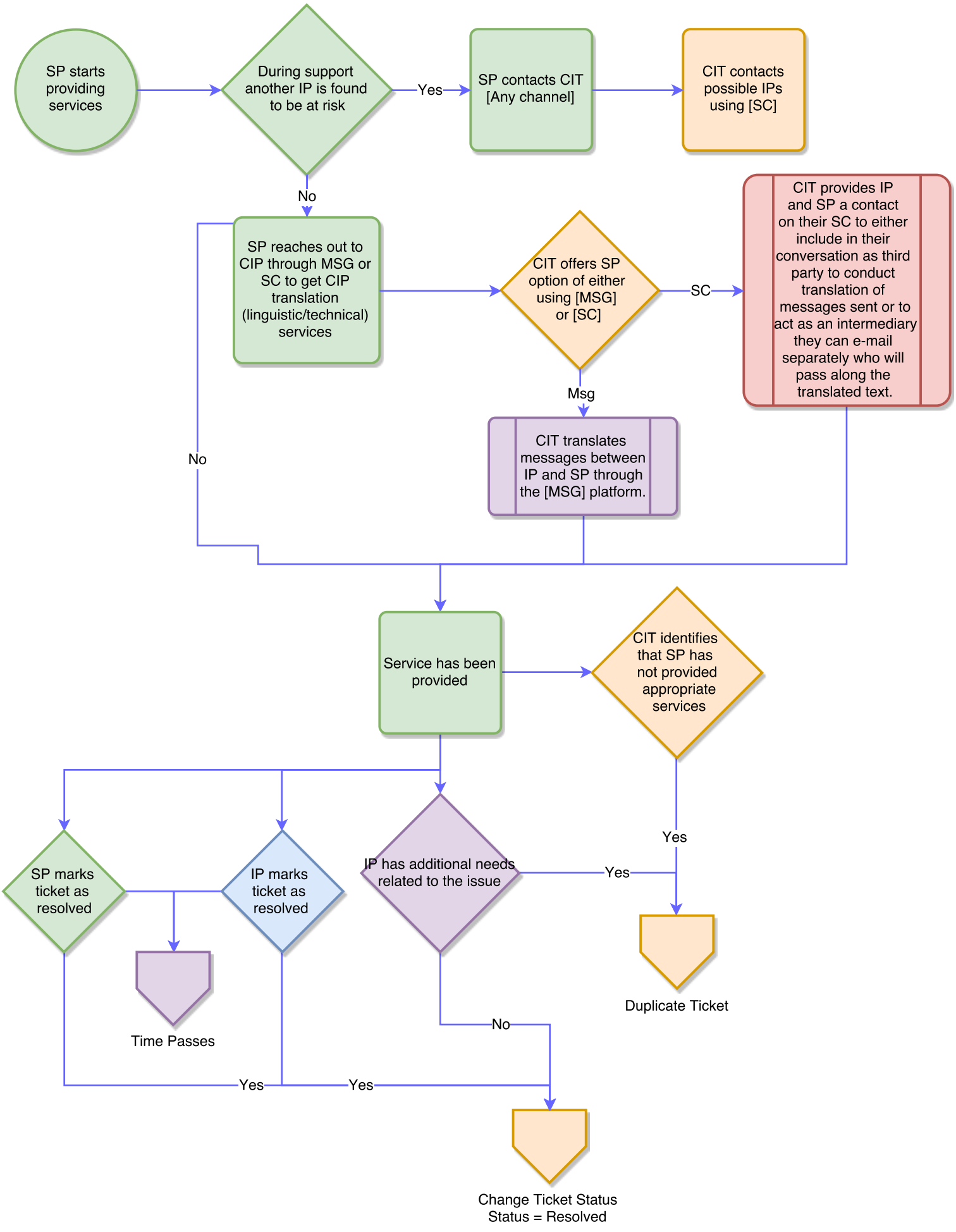



Search SP
CIT searches for SP
Appropriate SP Found
No
CITs contact IP [SC]
Yes
Assign SP
Change Ticket Status
STATUS == Unresolved

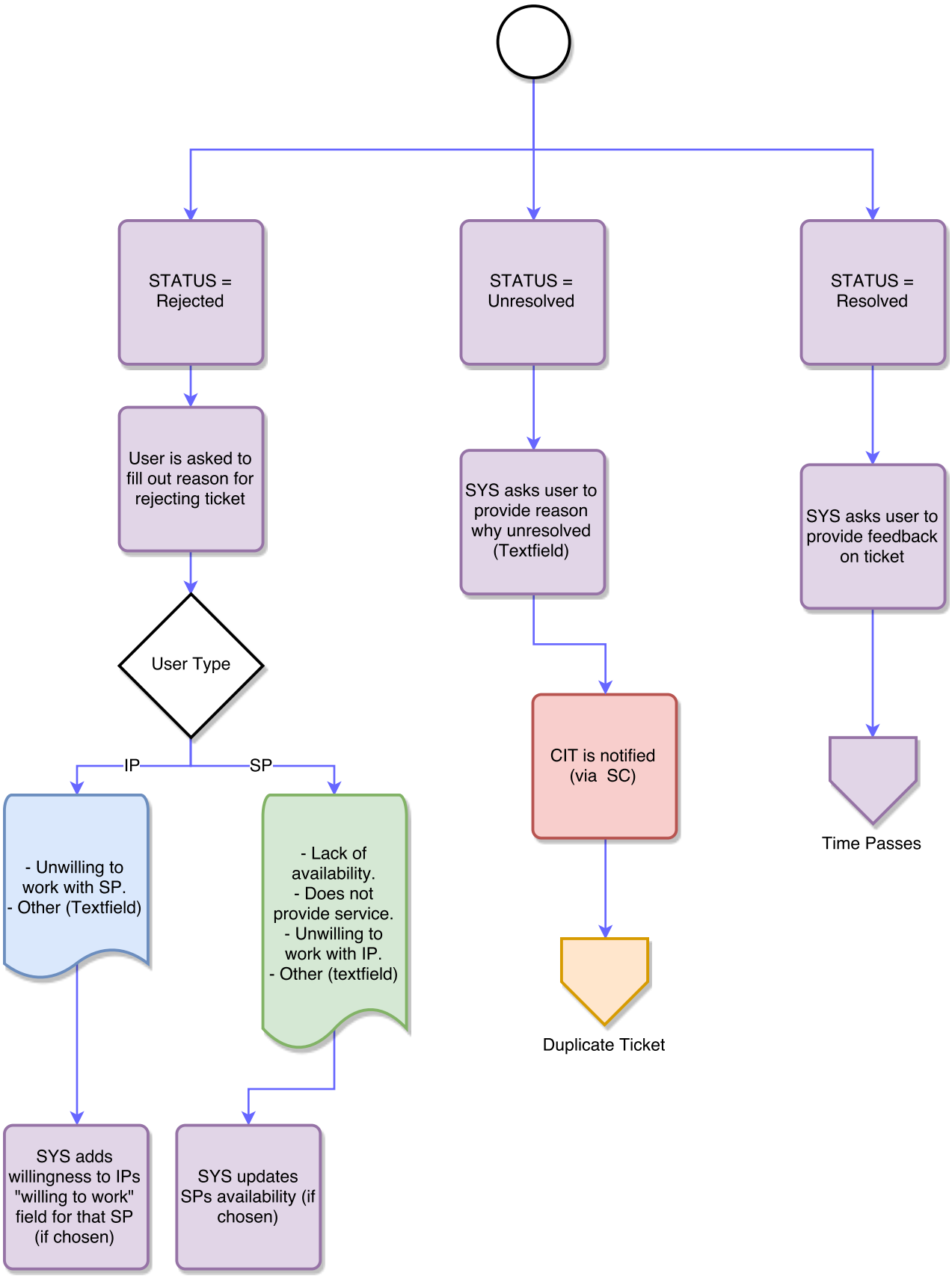
# Assign IP


CIT assigns ticket to SP
SYS combines IP info with ticket info and sends to SP via [SC]
TO: SP
"You need to accept or reject this ticket..."
SP Accepts the ticket
Yes
Yes
Yes
No
No
Via SC
Via MSG
IP accepts ticket in Platform
Via SC
Via MSG
IP accepts ticket in Platform
CIT sets ticket status to accepted
CIT is notified (via SC)
Change Ticket Status
USER = SP
STATUS = Rejected
IP sets ticket status to rejected
IP is notified that ticket has been accepted by SP via SC
Change Ticket Status
USER = IP
STATUS = Rejected
Services Provided

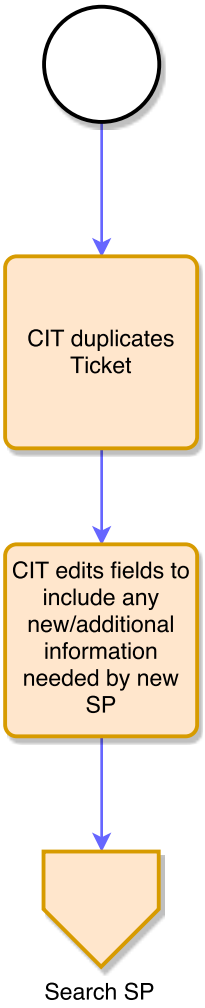
# Services Provided



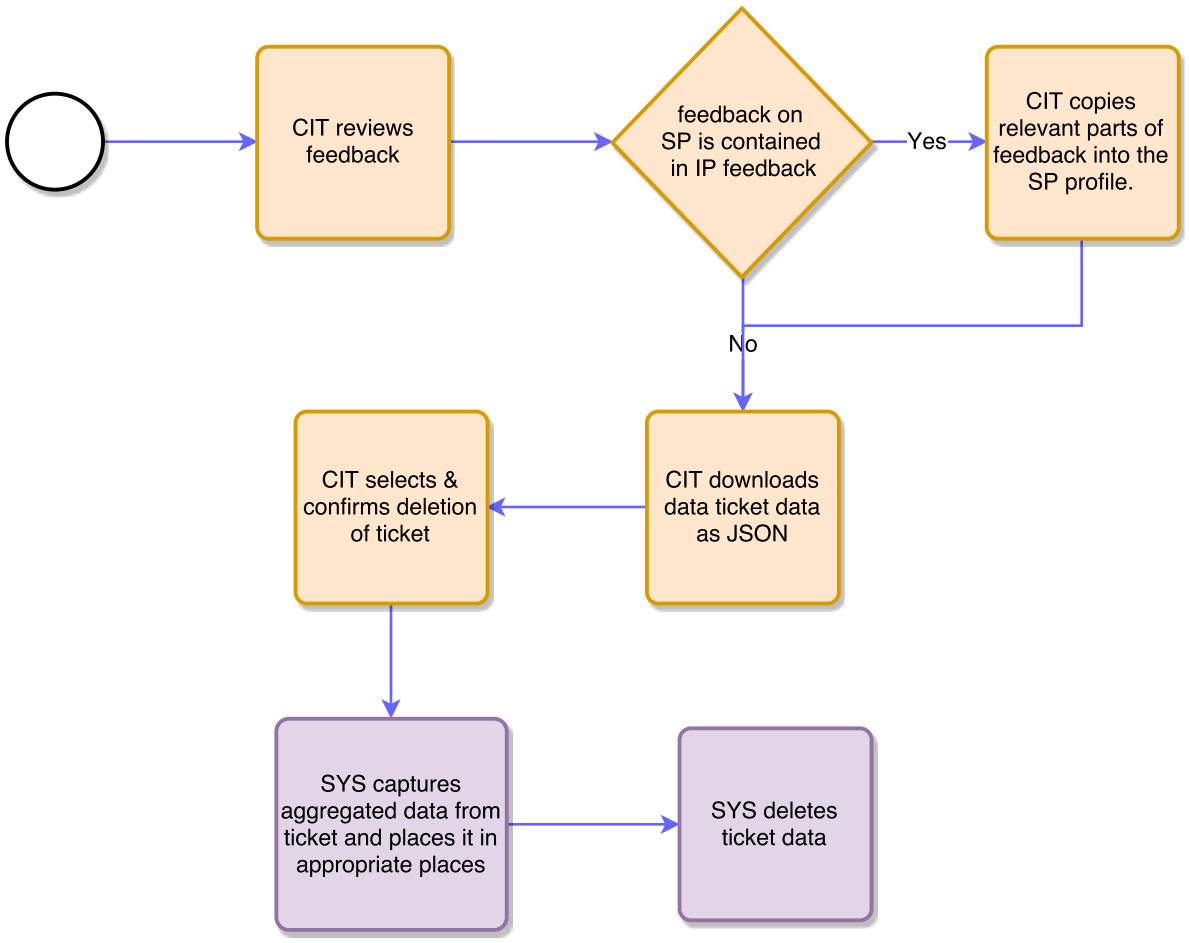
# Change Ticket Status



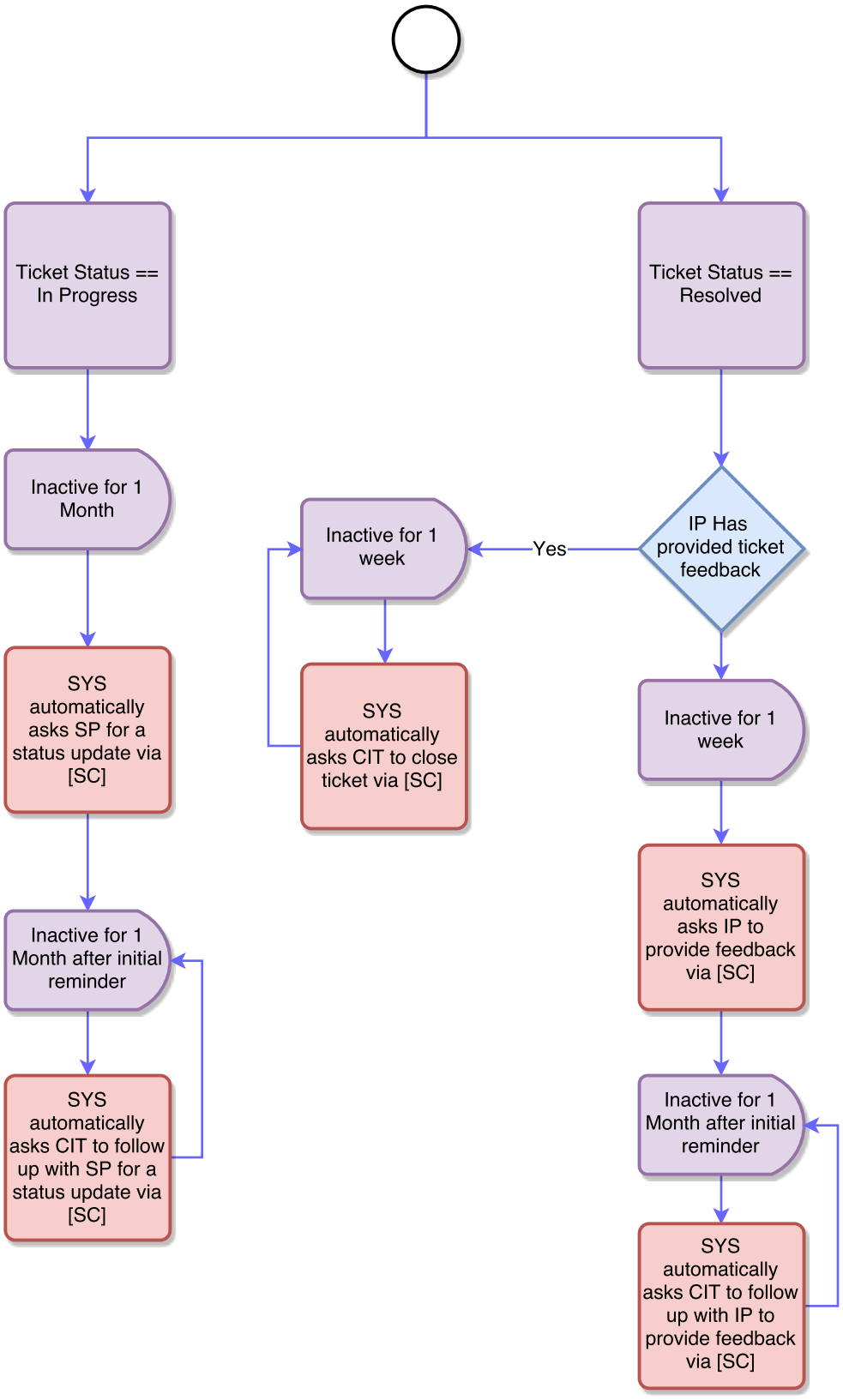
# Duplicate Ticket



# Close Ticket



# Time Passes


Ticket Status == In Progress
Ticket Status == Resolved
Inactive for 1 Month
IP Has provided ticket feedback
Yes
Inactive for 1 week
SYS automatically asks SP for a status update via [SC]
SYS automatically asks CIT to close ticket via [SC]
Inactive for 1 week
Inactive for 1 Month after initial reminder
SYS automatically asks IP to provide feedback via [SC]
SYS automatically asks CIT to follow up with SP for a status update via [SC]
Inactive for 1 Month after initial reminder
SYS automatically asks CIT to follow up with IP to provide feedback via [SC]