Understanding the Ticketing System and How SRHQ Uses it

	Requester	Subject	State	Status	Due date	Priority	Assigned to	Ticket Type
☐	Ⓚ Kathryn Eaton	Percentage of: Total of Rent AND non % fees/charges not working #INC-9548	Requester Responded	On hold ⌄	19 Jul, 2022 9:50 A...	● Low ⌄	None/ Lindse... ⌄	Feature Request

Each ticket on the help desk is displayed in **chronological order** from the time it was submitted. Each ticket has a lot of attached information. We will use the above ticket as an example and go left-to-right.

Requester: the person that either sent 1the email to support@skyrun.com, or submitted a ticket via the Support widget in SkyTrax.

Subject: the "subject line" of the email that was sent to support@skyrun.com, or entered in the "subject" field of the widget UI. The code, #INC-9548, means *incident 9548*. This is SkyRun's 9548th ticket.

- **NOTE**: as of November 2022, we are renaming the Subject field to a title that more accurately details the issue. This is because many users submit tickets with vague titles, sentences, etc., and it is difficult to wade through tickets in the future when you need to reference them. Please rename the subject with the following syntax: **(LOC_CODE) [brief description]**

State: details where the ticket is currently standing. The three main states are: Requester Responded, New, and -. The dash means the ticket has been responded to by us last and has not received any further updates.

Status: further details the state of the ticket. The help desk currently uses the following statuses: Open, Pending, Awaiting Requester Response, Waiting for Vendor, On Hold, Resolved and Closed.

1. *Open*: *the ticket has been received, and no action has been taken yet.*
2. *Pending*: *the ticket has been waiting for a response for several days. We don't often use Pending status.*
3. *Awaiting Requester Response*: *we have taken the last action and are awaiting an update from the requester.*
4. *Waiting for Vendor*: *someone on the tech team has reached out to a third party vendor or support person and awaiting their response (for example, when you've submitted a 'case' to Airbnb and are waiting their requested 24 hours to respond to us).*
5. *On Hold*: *the ticket, for whatever reason, has been put on the back burner by tier 1 or tier 2; additionally, we use On Hold when the ticket is currently assigned to the development team. This is because it is very unpredictable how long a ticket will take to be solved and we don't want tier 1 and tier 2's SLA to suffer as a byproduct.*
6. *Resolved*: *The ticket has been resolved. It will still be in the FreshService ticket view, in case the requester responds shortly after the ticket is completed.*
7. *Closed*: *The ticket has been resolved but is not out of your view.*

Due Date: the exact day and time the ticket is due. This is determined by the ticket's priority.

Priority: the urgency of the ticket: low, medium, high, and urgent. Note that if using the Support Widget, the user can select the urgency themselves, which is not always accurate.

1. *Low*: *the issue is **only impacting one location, and does not pose a financial threat**. Mostly for general questions, how-to requests, and very minor technical issues mostly caused by user error. If it is a bug, there is a workaround for users to do what they need.*
2. *Medium*: *the issue is **only impacting one location, and does not pose a significant financial threat**. There is minimal financial impact (maybe a reservation or two were impacted, or only one property is having trouble syncing to an OTA). There is no immediate workaround.*
3. *High*: *The issue is **only impacting one location AND has significant financial threat**, OR is **impacting multiple locations**. If it is a bug, it has no immediate workaround and is directly impacting business operations.*
4. *Urgent*: *The issue is **impacting multiple locations** AND **has significant financial threat**. **The tech team should be alerted immediately**.*

Assigned to: the agent currently assigned to the ticket.

Ticket Type: tickets can be categorized into several different 'types': **Feature Request, General Question, Integration Health, Joomla Update Request, Misc/Other, Network Security, New/Change Employee, Site Update Request, SkyRun Brand Order, SkyTrax Update Request, Trouble Ticket, Usage Question, Solution Feedback**.

When you open up the ticket, information is displayed on the right side detailing the **properties** of the ticket.

You can see by the **Source** that this ticket was submitted via email. SkyRun does not currently use the **Group** section of tickets. The **Agent** is who the ticket is currently assigned to. The **Department** is the SkyRun business the requester is with, or that the issue is impacting. The **Tags** are general **keywords** strongly related to the ticket so that it can be easily referenced in the future; **tags are to be applied by agents**. They are not automatically applied.

Service Level Agreement

A **Service-Level Agreement (SLA)** defines the level of service you expect from a vendor, laying out the metrics by which service is measured, as well as remedies when agreed-on service levels are not achieved.

SkyRun's SLA is defined as below.

Priority	Respond within		Resolve within		Operational Hrs	Escalation email
Urgent	1	Hrs ⌄	4	Hrs ⌄	Calendar Hours ⌄	⬤✓
High	4	Hrs ⌄	12	Hrs ⌄	Calendar Hours ⌄	⬤✓
Medium	8	Hrs ⌄	1	Days ⌄	Business Hours ⌄	⬤✓
Low	1	Days ⌄	3	Days ⌄	Business Hours ⌄	⬤✓

Low priority tickets can wait up to 24 hours after the ticket is submitted, or the user has responded to the ticket. It must be resolved within 3 days of receiving the ticket. This is only accounted for within **business hours** - meaning a Low priority ticket will not "expire" at night after work.

Medium priority tickets must be responded to within 8 hours and resolved within 1 day. It follows **business hours**, like low priority tickets.

On the other hand, high and urgent priority tickets must be handled with urgency. **High priority tickets require a response within 4 hours and resolution within 12 hours**. This is during **calendar hours** - meaning that if a ticket is truly high or urgent priority, they should be prioritized outside of business hours by the **agent that is on call**. Note that calendar hours also include **weekends and holidays**.

Urgent priority tickets must be responded to within 1 calendar hour and resolved within 4 calendar hours.

Key Performance Indicators, also called KPI's, are determined inside the boundaries of a manager-employee relationship and agreement, but in general, tier 1 help desk KPI's will be similar to the following:

Key Performance Indicators

- Ticket reopen percentage: < 5% (Currently 6.5%)
- Average response time: < 5 hours (Currently 3:49 hours)
- Service Level Agreement: > 80% (Currently 74.8%)
- Number of reassigned tickets: < 20% (Currently 31.7%)
- Current number of solutions: 334 (net of current obsolete solutions: 14) (includes current agent-only solutions: 50) (Total solutions: 348)

Ticket reopen percentage: how often a ticket is moved back to **Open**, **Pending**, **Awaiting Requester Response**, **On Hold**, or **Waiting for Vendor** status after previously being **Resolved** or **Closed**

Average response time: how quickly the agent responds to users on tickets

Service Level Agreement: see above for explanation; arguably the most important KPI

Number of re-assigned tickets: how many tickets have been re-assigned TO THIS AGENT

Current number of solutions: the number of solutions that currently are published, drafted, or archived in the knowledge base