

GSD. General - How to manage tickets that were re-opened due to auto-reply emails

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Author: {'link':

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General Information:

Possible symptoms/errors:

Tickets re-opened due to auto-reply emails

Alternative names of the system:

N/A

IMPORTANT NOTICE:

The procedure below should be used only in case when there is no response from the user and when all the steps from the list below have been performed by the agent

Solution:

In case the user:

Is out of office;Has set the auto-reply email but the deputy has not been mentioned in the message;Has not scheduled the return date;

And in case:

Three strike rule has already been applied by the agent (Consult Fresenius - Incident Management Process v1.0.docx).

the option to turn off user's notifications in SNOW may be applied.

To complete the process:

1. Go to the incident.
2. Right-click on the triple bar on the top left corner.
3. Click on Turn Off Customer Notifications option.
4. Click on update and close the ticket afterwards.

NOTE: This process will prevent the ticket from being re-opened automatically after an auto-reply has been set by the user.

Assignment Group:

Ext_WW_Global-Service-Desk_FLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A