

Trouble Ticket Update Process

Prioritizing Trouble Tickets

You can find the [prioritization matrix in this list](#)

- 1 = definitely get done
- 2 = use judgment, but only take on ones that will be a bad CX (includes misspellings and grammar and closed captions, broken links, incorrect information, etc.)
- 3-5 = preferential items that can be backlogged.

Trouble Ticket SLAs

- "First Contact" SLA= 72 hours
- "Status out of Assigned" SLA= 144 hours

Scoping Assigned Tickets

1. Open the ticket and review the details
2. Open the Communication tab and review any comments already added
3. Open the Information tab and review any attachments and related tickets
4. Add correspondence that the ticket is claimed and in scoping
5. Set ticket to Researching status
6. Ensure the ticket has a specific lesson and issue in the details. If not, add correspondence to request this information
7. Once scoped, add dates on the Information tab
 - a. Need by Date
 - b. Estimated Completion Date
 - c. Estimated Start Date
8. Add any additional questions needed to the Communication tab on the ticket
9. **IMPORTANT: You must update the ticket with communication every 72 business hours. If the ticket needs to be backlogged, or will not have any updates for 3+ days, follow the backlog process below.**

Working on Trouble Tickets

1. Add correspondence that the ticket is being worked on
2. Update estimated completion date if needed
3. Change ticket status to Work in Progress
4. Update the Actual Start Date on the Information tab

Completing Trouble Tickets

1. Make changes to lessons
2. Use Communication tab to request feedback or sign off on changes as needed
3. Publish/re-publish courses as needed in KNet
4. After completion, change ticket status to Resolved
5. Fill in the resolution details (such as root cause and time spent)
6. Update the Actual Completion Date on the Information tab

Backlogging Trouble Tickets

Use this process if a ticket cannot be worked on in current state, either due to team constraints/resources or at submitter's request

1. Change the trouble ticket status to Pending
2. Add the appropriate Pending reason
 - a. Schedule - learning team resource constraints or planned future batch edits(traditional backlog)
 - b. Requester info - 7 day auto-resolve - ticket is blocked until information received from requester AND you want it to close automatically(ex: completion error for one student that you cannot replicate, but requester not responding to your questions)
 - c. Pending Customer Response - ticket is blocked until information received from requester but NO auto-resolve
 - d. Legal Review - awaiting feedback from legal teams
3. Add correspondence to the Communication tab to set expectations on when the trouble ticket will resume work

Blurbs

1. **Edge Cases/Not warranting training inclusion**In our last analysis, the topics of *[insert topics]* did not meet the volume and/or impact threshold to be considered in new hire training. To best support learner retention, ATI Learning strategically includes topics that are the most common, giving new hires the needed repetition to retain knowledge on core contacts. For scenarios that are less common, we focus on research skills to be able to find solutions using available resources.
2. **Unable to reproduce issue**We are unable to reproduce this issue during testing on our team. Can you please verify that this issue exists for all learners? You can also use troubleshooting steps here: <insert link to wiki or FAQ>
3. **Backlog - Low priority** Thank you for this information about the current training. At this time, the request does not meet the prioritization criteria to warrant short term prioritization and implementation (learner blocking issues, misleading content, or incorrect information). If you'd like to appeal the prioritization decision, please supply additional data/information in this request to support that the request remedies learner blocking issues, misleading content, or incorrect information.
4. **Backlog - batch updates** Thank you for this information about the current training. This request is part of a larger initiative to _____. This work will encompass _____ lessons and is scheduled to begin on _____. We will move this ticket into "Work in Progress" status once we begin. Once the changes are complete, training will be updated as needed to address this concern.