

Trouble Ticket Priorities

Eric Van Tol - 2017-01-16 - Comments (0) - Care Ticketing System

Priority Levels

Priority Level	Description	Response Time
Priority 1	Critical	1 hour
Priority 2	High	2 hours
Priority 3	Standard	4 hours
Priority 4	Scheduled or Low	8 hours
Priority 5	Project/Install	2 days

Priority Descriptions

Priority 1 - Critical

Critical priority tickets consist of complete outages of a service or services. Security issues such as denial-of-service (DoS) or distributed denial-of-service (DDoS) reports may also be considered Priority 1, depending on the volume of the attack. A Priority 1 ticket may eventually be reduced to a Priority 2 or Priority 3 ticket once Atlantech Online has cleared our network or service of problems.

Priority 2 - High

High priority tickets consist of suspected service degradation. A service may be operational, but not at a full capacity or within specification.

Priority 3 - Standard

Standard priority tickets consist of general issues with no urgency to be resolved immediately. General service inquiries or changes will fall into this category. We will make every effort to work these types of tickets as soon as possible, but tickets in priority levels 1 and 2 will be worked prior to priority level 3.

Priority 4 - Low

Low priority tickets consist primarily of scheduled tasks or problems that are not time-constrained.

Priority 5 - Project/Install

Priority 5 tickets are trouble tickets for long-term issues such as tracking an installation or specific project coordinated between a customer or partner and Atlantech Online.

Tags

priorities

priority

tickets