Listing - Ticket Topics

Topic	Notes	Department	Priority Desc	Status	Type
Access Issue	Report an inability access a physical or virtual asset	Support	High	Active	Public
Business Enquiry	Enquiry on all our business divisions	Sales	High	Active	Public
Complaints	Customer complaints	Sales	Emergency	Active	Public
Employee Benefits	Tickets that primarily concern the HR departments	Human Resource	Normal	Active	Public
General Inquiry	Questions about products or services	Support	Low	Active	Public
Recommendations	Recommendations on any area of our services, products, marketing, web site etc	Support	Normal	Active	Public
Report a Problem	Product, service, or equipment related issues	Support	Emergency	Active	Public
Sales Enquiry	Enquiry on sales-related matters	Sales	High	Active	Public
Technical Support	Technical support about our products and/or services	Support	High	Active	Public
Ticket by Call	Tickets that are created manually upon customer calls	Sales	High	Active	Public
Ticket by Email	Tickets that are created automatically by polling particular email account	Sales	High	Active	Public
Ticket by SMS	Tickets that are created automatically from SMS	Sales	High	Active	Public

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