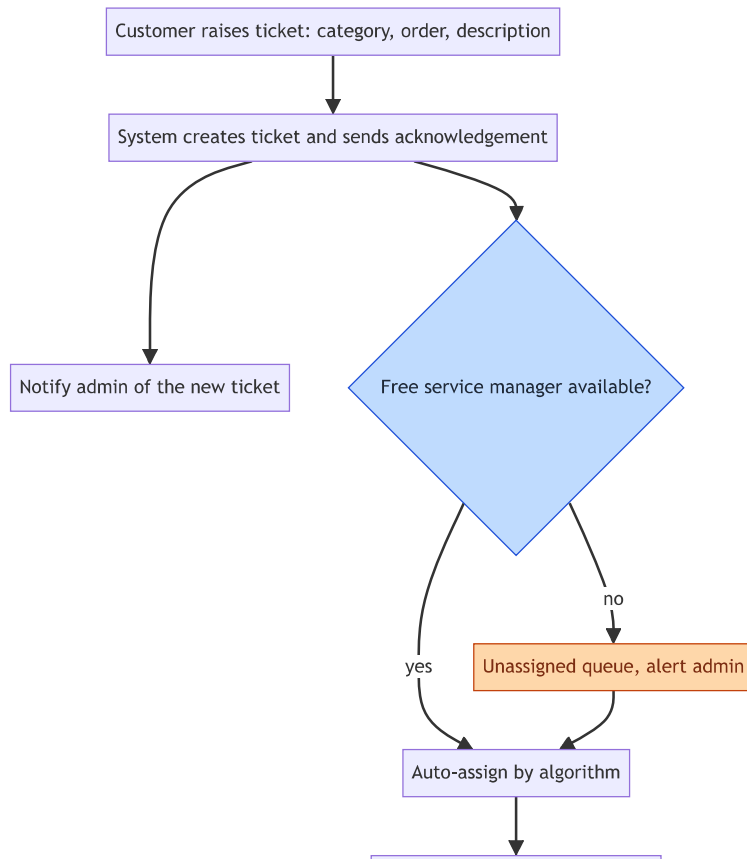


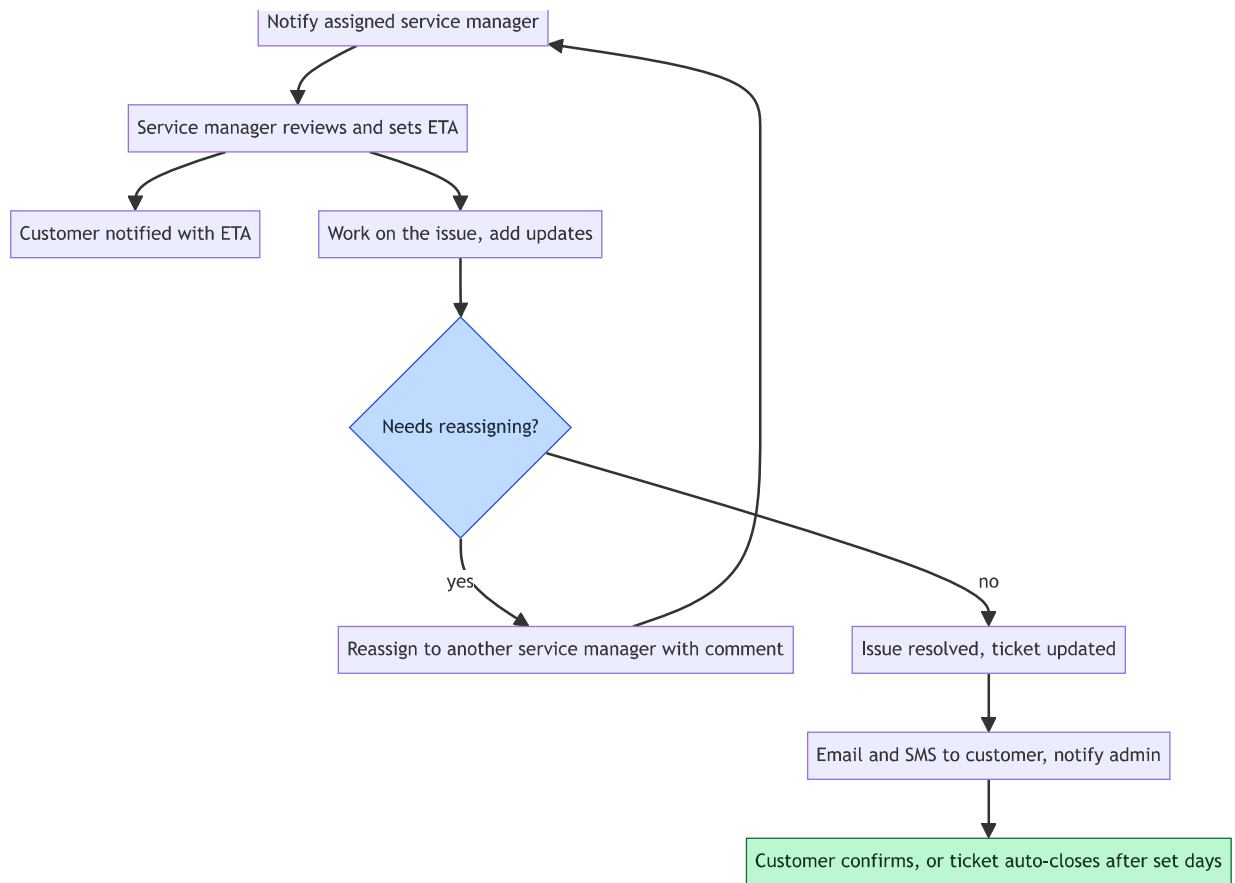
Customer Support Ticket Workflow

Ticket handling by service managers, with admin visibility. Blue steps are decisions or approvals, orange are exceptions, green are finished states.

1. Ticket flow

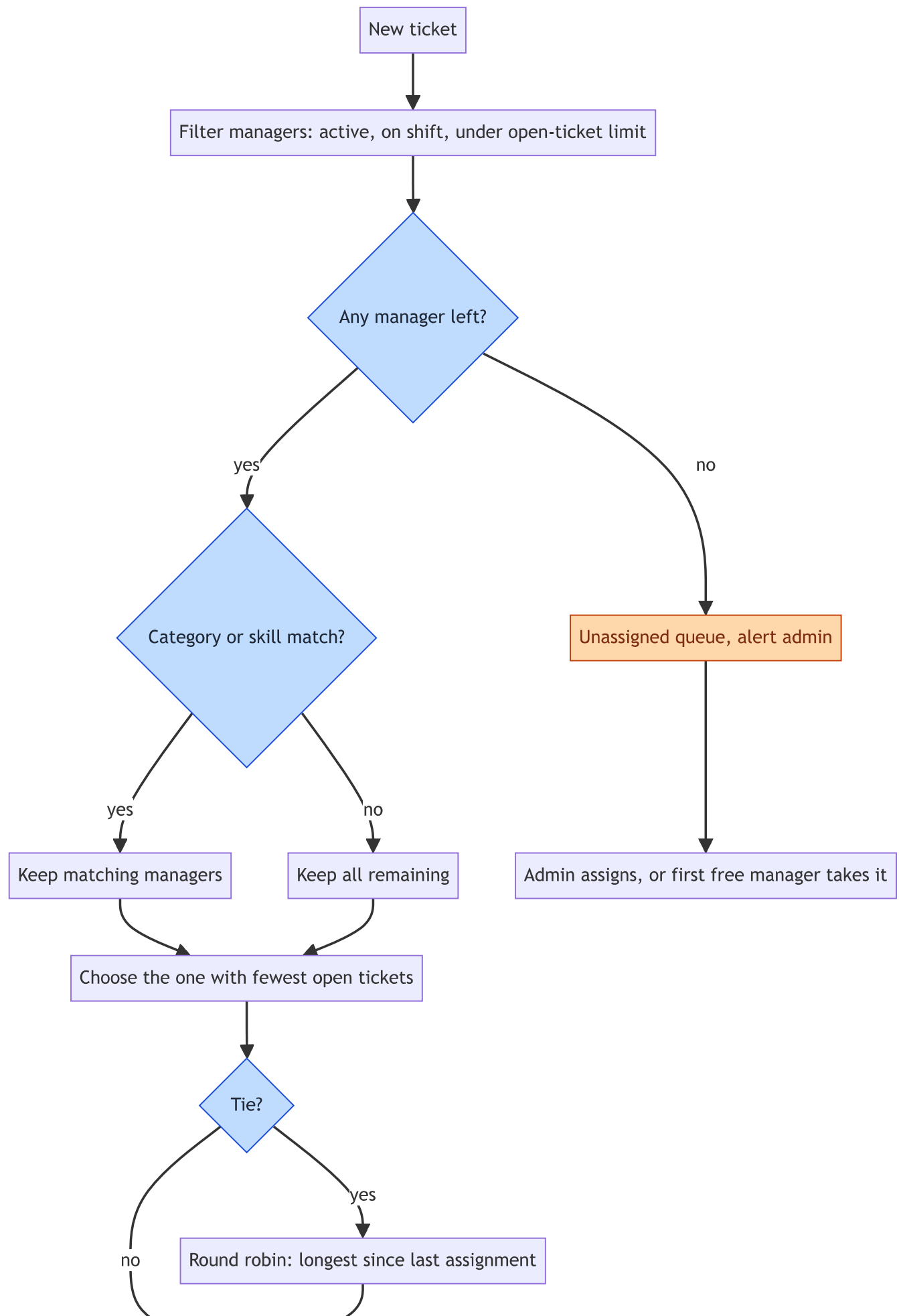
From the customer raising a ticket to closing it.

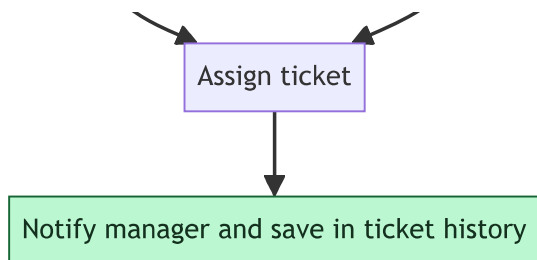




2. Auto-assignment

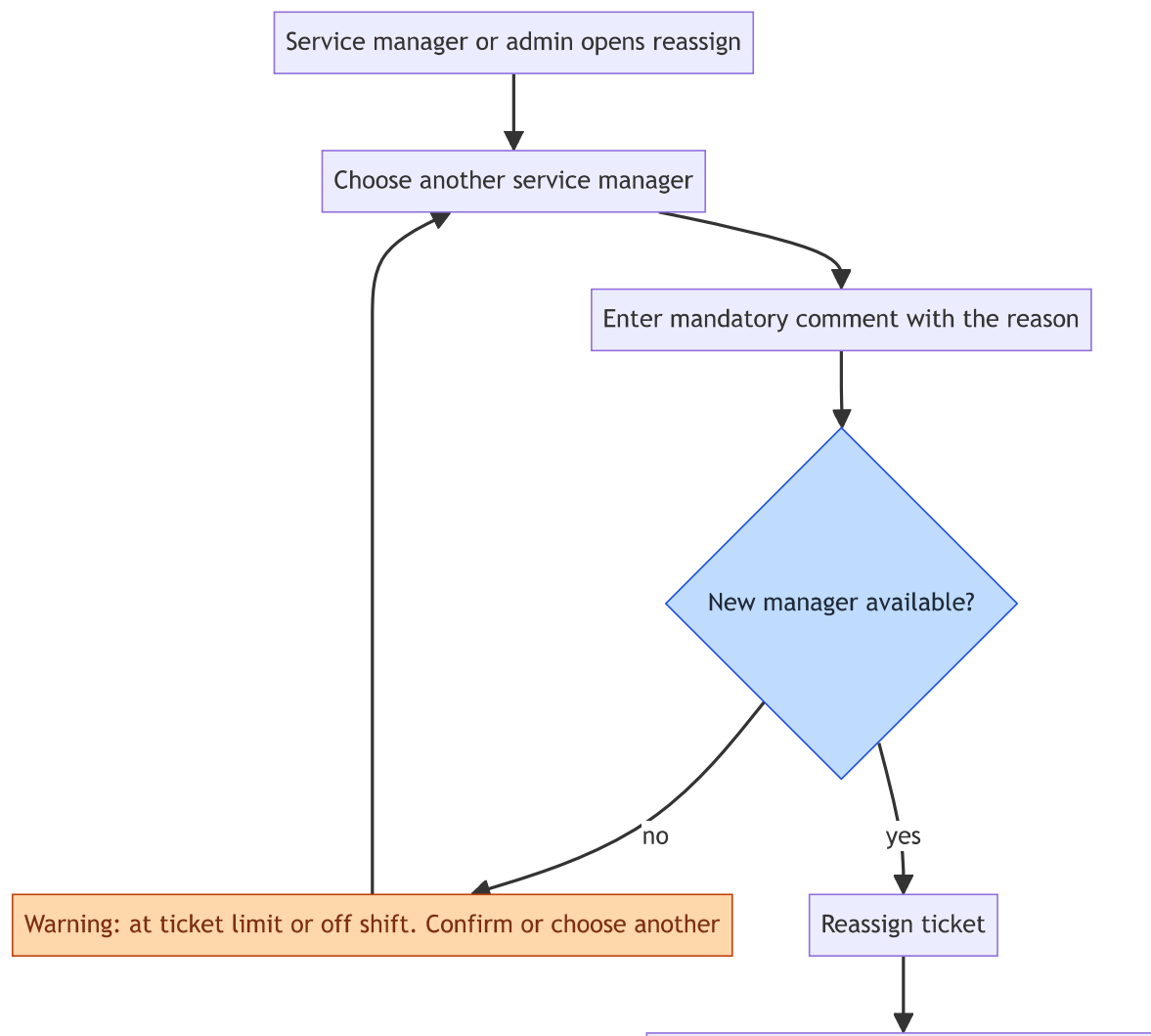
How the system picks a free service manager.

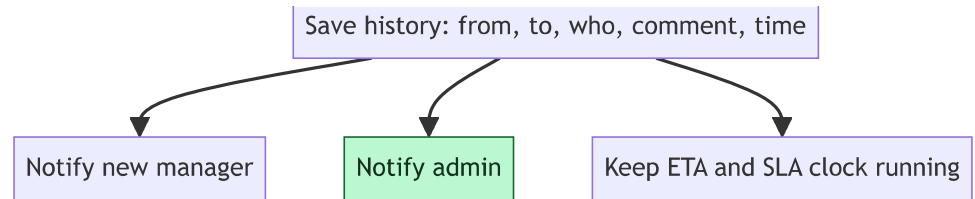




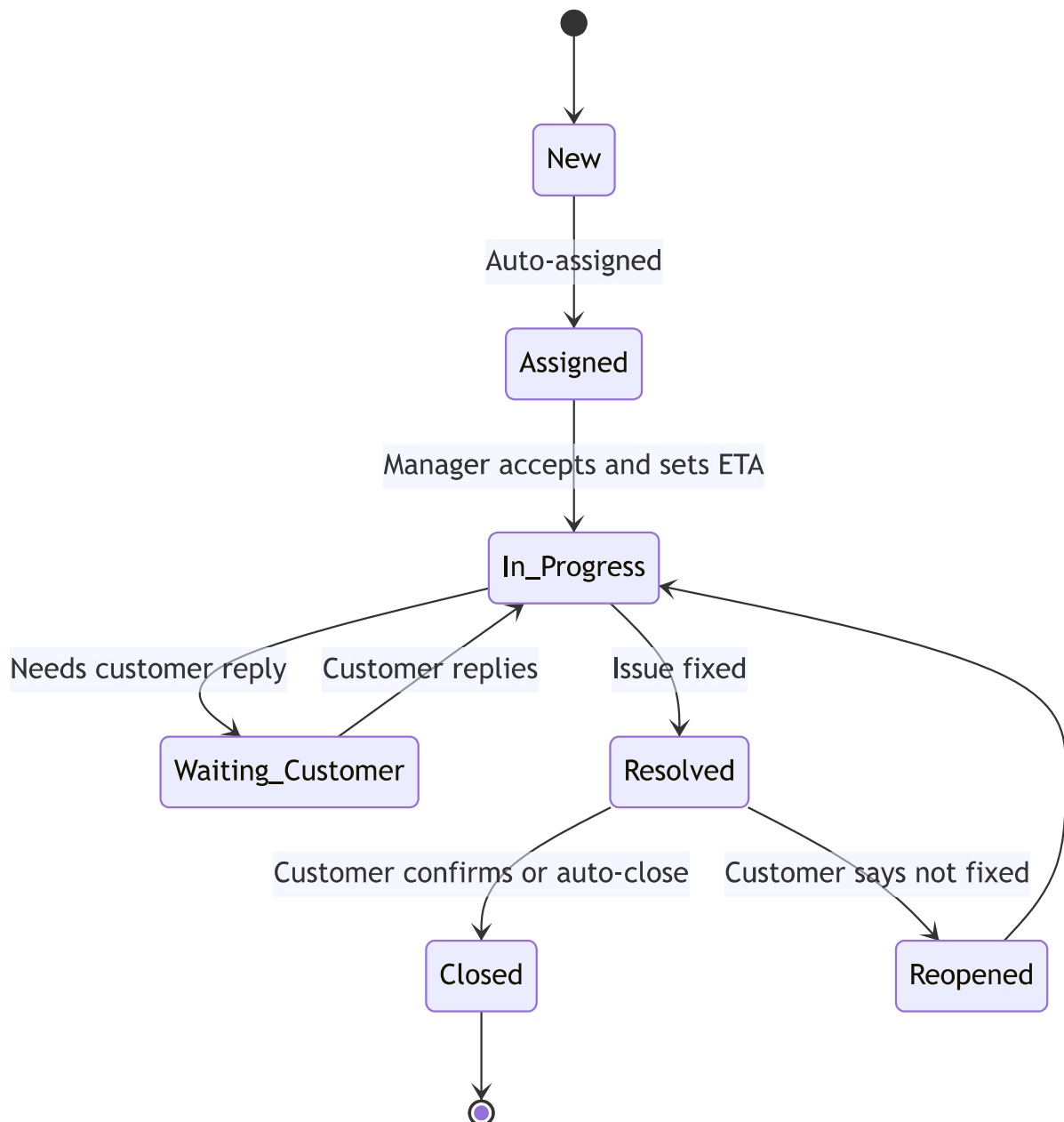
3. Reassignment

Another service manager can take the ticket, with a comment.





4. Ticket status life cycle



5. Notifications

Who is told, and when.

Event	Customer	Service manager	Admin
Ticket created	Email or SMS acknowledgement with ticket number		Notified
Assigned		Notified	Sees it on dashboard
ETA set or changed	Notified with the ETA		Notified if ETA breaches the target
Reassigned	Optional short note	New manager notified	Notified, with the comment
Waiting for customer	Request for information		
ETA overdue	Apology and new ETA	Reminder	Alert or escalation
Resolved	Email and SMS with the resolution		Notified
Reopened	Confirmation	Notified	Notified

6. Dashboards

View	What is shown	Next step
Service manager: new	Assigned tickets without an ETA	Accept and set ETA
Service manager: in progress	Open tickets with ETA and time left	Update or resolve
Service manager: waiting	Tickets waiting for the customer	Follow up
Service manager: overdue	Tickets past their ETA	Update ETA with a reason
Admin: unassigned	Tickets nobody has	Assign manually
Admin: workload	Open tickets per service manager	Rebalance or reassign
Admin: SLA and history	Breaches, reassignments with comments	Review and escalate

7. Real-world checks

What to add beyond the basic flow.

Area	What real systems add	Priority
Ticket intake	Link to an order, category, priority, photo attachments, logged-in and guest tickets, duplicate and spam filtering	P1
Assignment	Count only active, on-shift managers under a ticket limit; re-assign automatically if a manager goes offline or on leave	P1
ETA and SLA	ETA mandatory when accepting; targets for first response and resolution by priority; changing the ETA needs a reason and notifies the customer	P1
Reassign	Mandatory comment, internal only; closed tickets cannot be reassigned; SLA clock continues; admin can override	P1
Two-way replies	Customer can reply by email or portal; status page; reopen window after resolution	P1
Internal notes	Separate customer-visible replies from internal notes	P1
Notifications	Email for every change; SMS only for created, ETA and resolved to limit cost; consent, templates, retry on failure	P1
Refunds and returns	Service manager can request a refund or return; finance or admin approves; link to the return flow	P2
Escalation	Auto-escalate to admin when SLA is about to breach	P2
Reports	Tickets by category, time to resolve, SLA compliance, reopen rate, workload, customer rating	P2
Quality	Customer rating after closing, canned replies, merge duplicates, bulk reassign when staff leave	P3
Access and audit	Managers see own and unassigned tickets; payment data hidden; every action in history	P1

