Checklist for USS in answering a submitted helpdesk ticket

- ✓ Login to the helpdesk (Section 6.1) after you have received your email notification.
- ✓ View the ticket (Section 6.4.1)
- ✓ Examine it (Section 7.1) and take the following actions:
  - If you have enough information, "Post Reply" to the user (Section 7.1.2) and change the ticket status to "Resolved".
  - If you need more information from the user, change the ticket status to "Pending" when posting your reply (Section 7.1.3). Wait for the user to respond.
  - If you need to forward the ticket to someone outside the Kayako system, follow the procedure in Section 7.4 and make sure to "Quote" the ticket to send the contents of the correspondence.
  - If you believe the ticket needs to be sent to another ARC (Section 4), change the department to "Return to Triage" (Section 7.2) and add a note why.
  - If you are unable to respond to the ticket (for example, because you lack the specialized knowledge, or because you are unavailable) the ticket should be returned to Triage (Section 7.2) with a note explaining why.
- ✓ While posting a reply, determine if the ticket warrants a knowledgebase article (Section 9). If so, post the article with the "Article Status" option set to DRAFT (Section 7.5, Figure 18). DO NOT Publish the article.
- ✓ If you are the cognizant lead or a certified USS for a particular software subsystem, you should follow the workflow described in Section 5 and change the ticket status to "Resolved" after reporting the enhancement request or bug fix to the appropriate issue tracking system.
- ✓ Wash, Rinse, Repeat accordingly for all your tickets remembering that you have two working days to reply to an assigned ticket before the status changes to "Response Overdue".
- ✓ When you are finished, log out of the helpdesk and go do some science.