Ticket Status and what it means

Different Ticket Statuses and What They Mean

Active:

new
This is the original status of most tickets. The Requestor has created a ticket and no action has been taken. These are marked red.

open
The ticket is actively being worked on, hopefully has a owner that has taken responsibility for it. This is the default condition as a result of any response.

Inactive:

WFR
This is custom. Stands for "Waiting for Requester", or "Waiting for Reply". This ticket was open but more information is needed from the requestor. In the mean time this ticket not active and not distracting staff. It is immune from escalation but should eventually be marked 'resolved' if the requestor doesn't write back. A response from the requestor or anyone else will automatically change the ticket to 'open'.

resolved
This is the ideal destination for most tickets. Work is complete, case closed. A user response will reopen the ticket.

C@EBD
This custom. Close at the end of business day. This will autoclose at the end of the day or at the end of the day on the due date if there is one.

deleted
This ticket should have never been created. It is spam or created by mistake. This does not actually delete the ticket but will make it immune from all searches. This ticket can be reopened with correspondence.

archived
Used for informational queues like 'noc'. The ticket is closed but no action was taken as no action was required.

Inactive (legacy)

Stalled
Some external force has stalled/stopped work on this ticket. Deprecated as it's better to be more specific as to why. Use one of the above conditions.

rejected
Custom, legacy. This ticket should have never been created. Deprecated, we now use 'deleted'.

abandoned
Customer never got back to us. Deprecated, now we just resolve them.