

Contacting the Help Desk Flowchart

Throughout All Tiers: Communication Protocol

- Each time your ticket is escalated, you will receive the following information via a call or email:
 - Current status
 - Who is handling the issue now
 - Expected next steps
- Once the ticket is resolved or closed, you can expect to receive:
 - Final resolution summary
 - Any relevant workaround or documentation
 - Information on change requests if applicable

