

ICREATIVE SERVICE CENTER

# Ticket Classification



## How are tickets treated?

To properly classify a problem, a priority matrix is used in which each problem has an urgency and impact. A ticket is prioritized based on urgency and impact.

Prioriteitsmatrix		Impact			
		1 - Gebruiker	2 - Meerdere gebruikers	3 - Afdeling	4 - Bedrijf
Urgentie	1 - Kritisch				Show Stopper
	2 - Hoog			High	Show Stopper
	3 - Middel		Medium	High	High
	4 - Laag	Low	Low	Medium	Medium

The above matrix is a guideline by which tickets are classified. Please note: this is a guideline. The priority assigned may, in consultation, deviate from this matrix. When new information becomes available or a ticket is partially resolved, it is possible that the priority will be adjusted to the new current value. Should a showstopper occur it is advised to also contact the ICreative service center by phone via +31 (0)318-493151.

## Wat does priority exactly imply?

Since not every issue has the same urgency of impact, the intersection is used to classify the priority of the tickets. Based on this classification, guidance is given to the service process as tickets are processed and processed in a logical manner. This also affects the expiration dates being worked on or working on a ticket. This does not mean that a low product ticket never comes.

## How does priority affect reaction speed?

We will always give a ticket an initial review as soon as possible in order to classify it and assign it to the right employee. During this first intake, the problem is mapped out as best as possible and we will ask for additional information where necessary. Efforts are also made to resolve tickets as quickly as possible. This is done on the basis of the expiry date which is

linked to the priority. Each priority therefore has its own response time. We use the following guidelines:

<b>Priority</b>	<b>Expiration dates and response time (maximum)</b>
Low	4 days
Medium	2 days
High	1 day
Showstopper	0 days

## What if you disagree with the assigned priority?

Assigning priorities helps us organize our work and service our customers in the best and honest way possible. This does not mean that a ticket with lower priority takes by definition longer than a ticket with a higher priority. It is merely a matter of ordering and the response times are indications based on past experience. If the priority of a ticket is lowered, it does not necessarily imply that we no longer work on the problem. Likewise, if it is given higher priority, it will not necessarily speed up a solution by definition. If you nevertheless do not agree with this, we request that you contact us via the previously formed telephone number.

