Intelliguard Health Client Support

How to Use HubSpot Ticket Priority & Status Fields Correctly

STATUS (WHO owns the ticket & WHERE troubleshooting is in the lifecycle)	New	In Progress	Escalated	On-Hold Internal	On-Hold Customer	Resolved	Closed
PRIORITY (WHAT impact the ticket has and HOW we should respond)							
Urgent (break/fix only) Acknowledge = 15 mins Update = Hourly Resolve=4 hours	Case is awaiting ownership; investigation has not started.	Support owns the case; investigation has begun.	Support has relinquished all troubleshooting to another IG Team.	Support owns troubleshooting but is awaiting input from another IG team.	Support owns troubleshooting but is awaiting client input.	Support has fixed the issue but is awaiting client verification or another internal team to validate.	Case is complete/fixed. It can be re-opened if necessary.
High (break/fix only) Acknowledge = 4 hours Update = daily Resolve=3 days	Case is awaiting ownership; investigation has not started.	Case is owned; investigation has begun.	Support has relinquished all troubleshooting to another IG Team.	Support owns troubleshooting but is awaiting input from another IG team.	Support owns troubleshooting but is awaiting client input.	Support has fixed the issue but is awaiting client verification or another internal team to validate.	Case is complete/fixed. It can be re-opened if necessary.
Medium (minor config change or break/fix) Acknowledge = 3 days Update = weekly Resolve=20 days	Case is awaiting ownership; investigation has not started.	Case is owned; investigation has begun.	Support has relinquished all troubleshooting or coding to another IG Team.	Support owns troubleshooting or configuration change but is awaiting input from another IG team.	Support owns troubleshooting or configuration change but is awaiting client input.	Support has fixed the issue but is awaiting client verification or another internal team to validate.	Case is complete/fixed. It can be re-opened if necessary.
Low (enhancement only) Best Effort SLA	N/A	N/A	These will always be "Escalated" as Support does not prioritize or code enhancements.	N/A	N/A	The Product Team will manage enhancement request. Support may, or may not, hear about the end result.	Case is complete. The enhancement may, or may not, be implemented depending on the Product Team's decision.