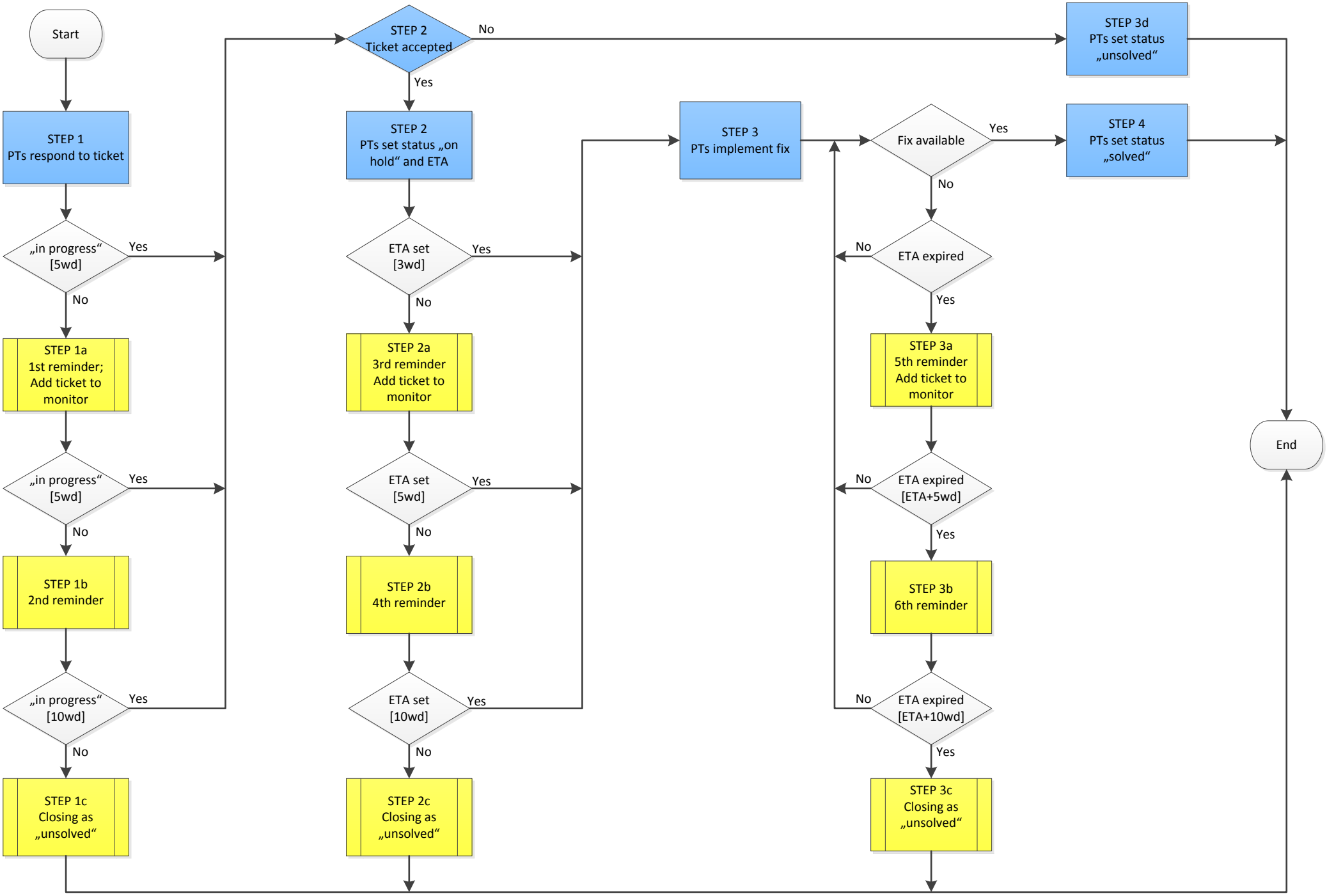
Start
STEP 1
PTs respond to ticket
„in progress“
[5wd]
Yes
No
STEP 1a
1st reminder;
Add ticket to
monitor
„in progress“
[5wd]
Yes
No
STEP 1b
2nd reminder
„in progress“
[10wd]
Yes
No
STEP 1c
Closing as
„unsolved“
STEP 2
Ticket accepted
No
Yes
STEP 2
PTs set status „on
hold“ and ETA
ETA set
[3wd]
Yes
No
STEP 2a
3rd reminder
Add ticket to
monitor
ETA set
[5wd]
Yes
No
STEP 2b
4th reminder
ETA set
[10wd]
Yes
No
STEP 2c
Closing as
„unsolved“
STEP 3d
PTs set status
„unsolved“
STEP 3
PTs implement fix
Fix available
Yes
STEP 4
PTs set status
„solved“
No
ETA expired
No
Yes
STEP 3a
5th reminder
Add ticket to
monitor
ETA expired
[ETA+5wd]
No
Yes
STEP 3b
6th reminder
ETA expired
[ETA+10wd]
No
Yes
STEP 3c
Closing as
„unsolved“
End