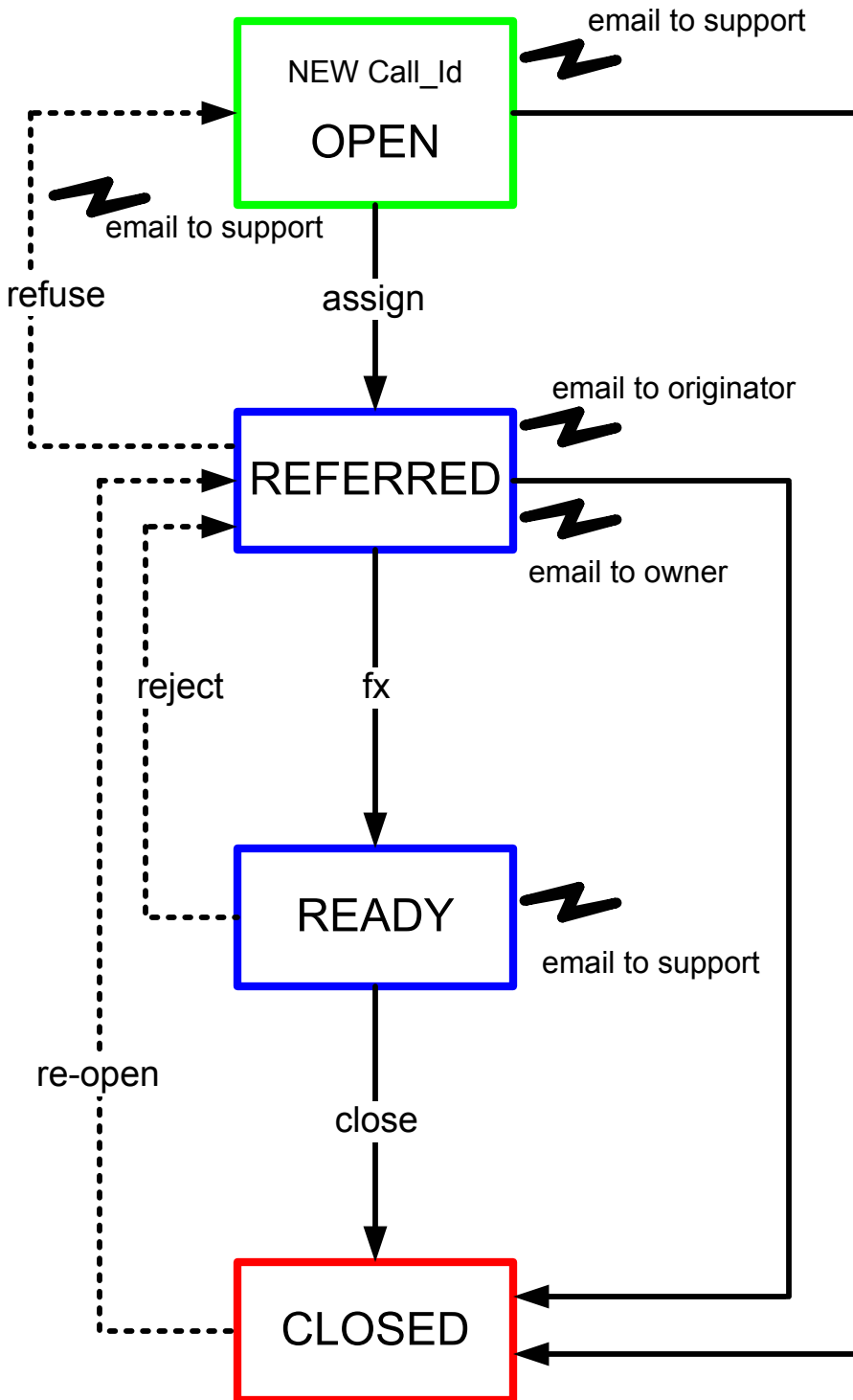


Call Id State Transition Diagram



Notes:

OPEN - the initial state of a new Call_Id

REFERRED - when the call has been assigned to a group or an individual. For software calls, this can result in one or more associated defects.

READY - when the solution is ready to be given to the customer. The customer has not yet signed off on it. For software calls, this can result in a new software release.

CLOSED - when the issue has been completely resolved and there is no more work either by us or the customer. The solution has been signed off by the customer.

— normal path →

- - - optional path →