



Zoho Desk Ticket Status Decision Matrix

Situation	Status to Use	Action Required
Waiting for client info/documents	On Hold	Send reply requesting info and note what is outstanding
Waiting for internal approval/third party	On Hold	Add private note explaining blocker
SLA risk / high priority / major impact	Escalated	Add note and reassign to Manager (Level 1)
Manager cannot resolve / critical issue	Escalated (Level 2)	Escalated to Level 2
Work completed and client informed	Closed	Send final message and close (survey triggers)
Work requires submission, evidence, tracking	Create Case	Ticket may close once Case is logged
Client confirms resolved	Closed	Close immediately
No response after follow-ups	Closed (per policy)	Document attempts before closing