Moving to Technical Clarification

WHAT

Moving Clarifications from Non-technical to Technical Clarification.

****IMPORTANT NOTES**

DO NOT move to technical Clarification without approval from 1 of the following:

- LOTD LOTS "Name of TM"
- BOTD BOTD "Name of BOTD"
- Danielle Reynolds

IF you move to Technical Clarification, you must

- Notate ticket with who approved
- Notate ticket why moved to Technical Clarification
- Address all Non-Tech Clarifications PRIOR to sending to Technical Clarification

HOW

- 1. Determine the clarification was routed incorrectly and should be with our Builder 3s in TC.
- 2. Make sure all workable "Non-tech clarifications" have been addressed prior to rerouting.
- 3. Get approval to move to TC and notate the ticket (See above).
- 4. Navigate to the Clarification Subtask

Projects / 🔀 Website Care / WC-98203 🕈 📓 WC-100148 🔗	Care Parent Ticket	Clarification Ticke
changedmymind.today - Provide Clarification	WC-40400	WC-100148
🖉 Link issue 🗸 🗸		

5. Find the "Technical Clarification" field in the Clarification Ticket and toggle "No" to "Yes"

Ready - Transf	er			t
			Ready 👻	Transfer
JS also and Dime	to resolution		SLAt	
within	24h		-251h 7m 🕚	Time to resolution
-128h 3m 🕚 Actua	Working Time			within 24h
			-128h 9m 🕚	Actual Working Time within 24h
ssignee	Brigh Wiggins			
Jarification Type	Unclear Instructions		Assignee	Prigh Wiggins
Website Specialist	None		Clarification Type	Unclear Instructions
echnical Clarification	No		Website Specialist	O None
hopper ID	10396100		Technical Clarificatio	No O
lomain	ichangedmymind.today		Shopper ID	→ w
tan Type	Premium Store (WooCommerce)		Domain	ichangedmymind.today
larification Task Count	2		Plan Type	Premium Store (WooCommerce)
utomation	Rule executions		Clarification Task Co.	ent 2
 Show 3 more fields Due date, Original estin 	rate and Development.		Automation	
Freated April 16, 2021, 8:30	AM	Configure	 Show 3 more Due date, Origin 	fields al estimate and Development

NOTE: Once toggled to "Yes" make sure the <u>Clarifications Subtask is unassigned</u>. This will remove it from our bucket, and make it visible to Builder 3s in their TC widget on the dash.

Ready 🗸 Transfer		- 1
SLAs	o resolution	
-142h 28m () Actual	24h Working Time	
Assignee	Unassigned	
Clarification Type	Unclear Instructions	
Website Specialist	O None	- 1
Technical Clarification	Yes	- 1
Shopper ID	10398100	- 1
Domain	ichangedmymind.today	- 1
Plan Type	Premium Store (WooCommerce)	
Clarification Task Count	2	
Automation	Rule executions	
 Show 3 more fields Due date, Original estimate 	te and Development	
Created April 16, 2021, 8:30 A Updated 14 hours ago	м	Configure

HOW

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Ready ¥ Trans	der			4
			Ready ¥ Trans	fer
-251h 1m () Time	to resolution		SLAs	
within 24h		-251h 7m () Time to resolution		
-128h 3m () Actu with	al Working Time in 24h			n 240
Assignee	👩 Brigh Wiggins		-120h 9m () Active	n 24h
Darification Type	Unclear Instructions		Assignee	🍈 Brigh Wiggins
Website Specialist	None		Clarification Type	Unclear Instructions
Sechnical Clarification	No		Website Specialist	None
hopper ID	10398100		Technical Clarification	No O
Jomain	ichangedmymind.today		Shopper ID	Nes
Nan Type	Premium Store (WooCommerce))	Domain	ichangedmymind.today
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Automation	Rule executions		Clarification Task Count	2
 Show 3 more fields Due date, Original esti 	s mate and Development		Automation	Rule executions
Created April 16, 2021, 8:3	0 AM	Configure	 Show 3 more fields 	n sta und Paudormant
Updated 6-days ago			Due care, Original esti	mate and Development

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