

# 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**

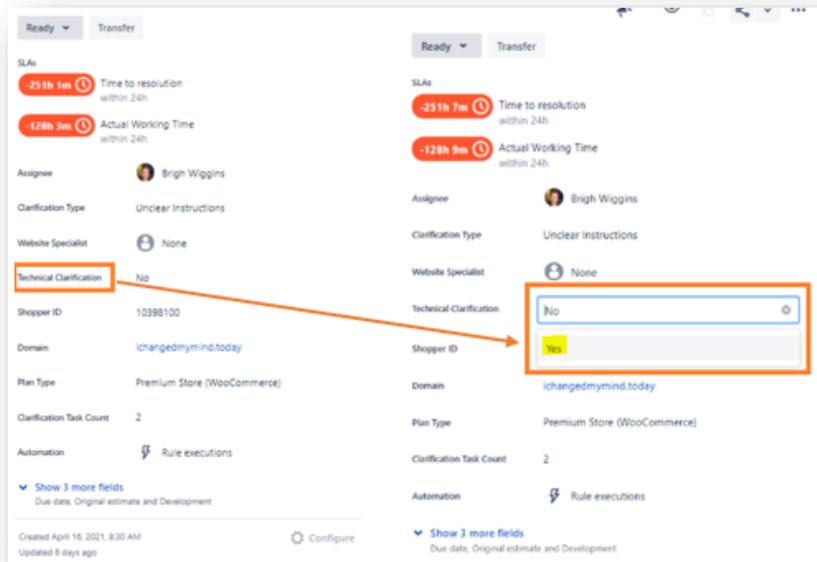
- Notate ticket with who approved
- Notate ticket why moved to Technical Clarification
- Address all Non-Tech Clarifications PRIOR to sending to Technical Clarification

## 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



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



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

Ready ▾ Transfer

SLAs

- 265h 25m ⌚ Time to resolution within 24h
- 142h 28m ⌚ Actual Working Time within 24h

Assignee **Unassigned**

Clarification Type Unclear instructions

Website Specialist None

Technical Clarification **Yes**

Shopper ID 10398100

Domain [ichangedmymind.today](http://ichangedmymind.today)

Plan Type Premium Store (WooCommerce)

Clarification Task Count 2

Automation ⚡ Rule executions

▼ Show 3 more fields  
Due date, Original estimate and Development

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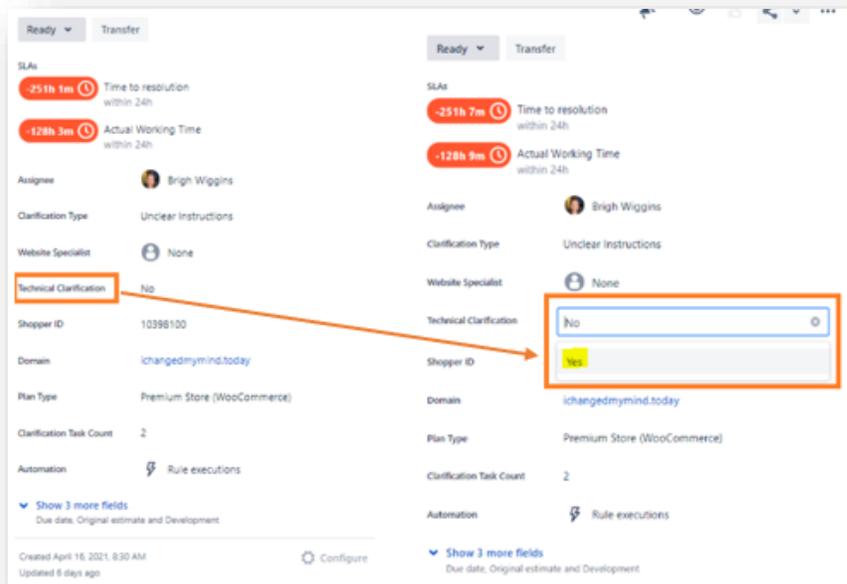
Created April 16, 2021, 8:30 AM  
Updated 14 hours ago ⚙️ Configure

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