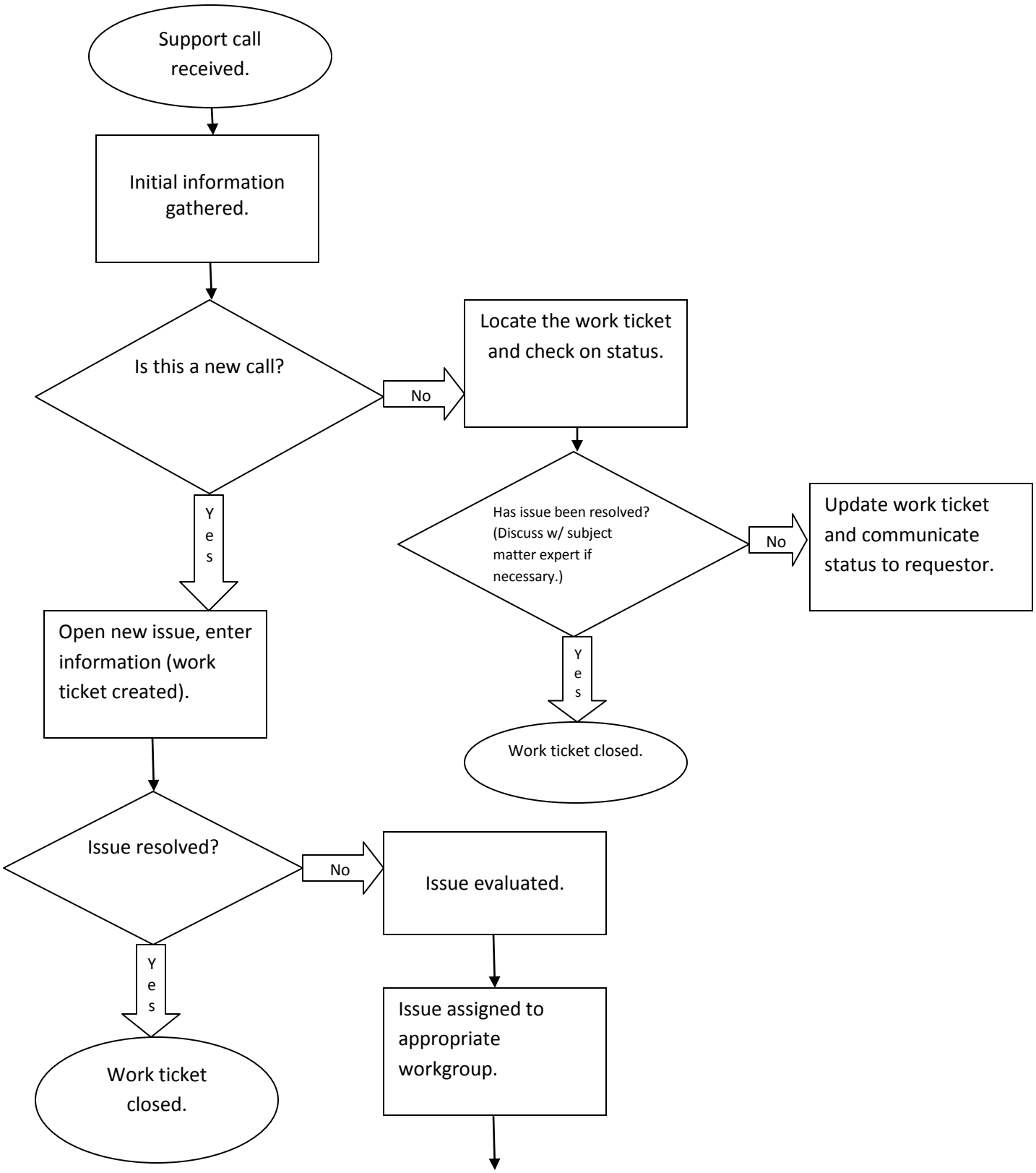
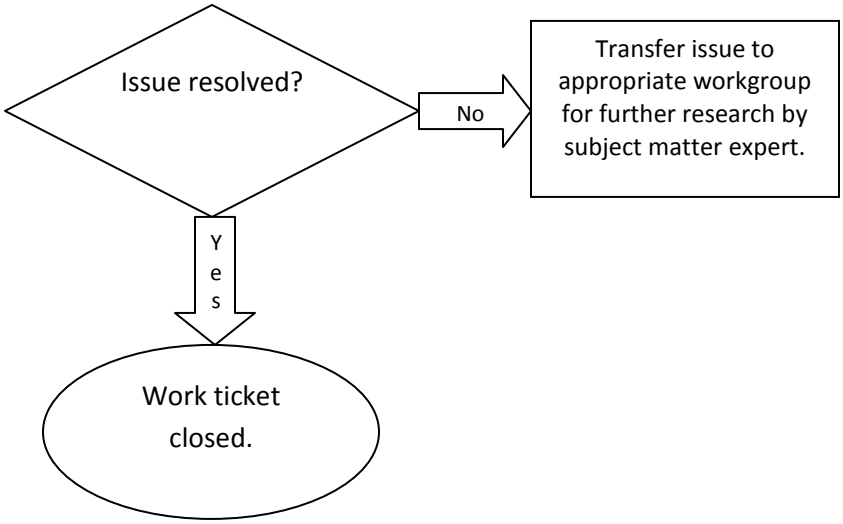

Support call received.
Initial information gathered.
Is this a new call?
No
Locate the work ticket and check on status.
Has issue been resolved? (Discuss w/ subject matter expert if necessary.)
No
Update work ticket and communicate status to requestor.
Yes
Work ticket closed.
Yes
Open new issue, enter information (work ticket created).
Issue resolved?
No
Issue evaluated.
Issue assigned to appropriate workgroup.
Yes
Work ticket closed.


Issue resolved?
No
Transfer issue to appropriate workgroup for further research by subject matter expert.
Yes
Work ticket closed.