

CRMS Status Definitions

NOT ACTIONED

ACTIONED

Created

• Default value when the Customer Interaction is first created. Once the status is changed from Created to another status, it cannot go back to Created.

Assigned/Awaiting Acceptance

•Used when the Customer Interaction is assigned to another person. Once the status is changed from Assigned/Awaiting Acceptance, it cannot go back to Assigned/Awaiting Acceptance.

Awaiting completion

•If the customer has been contacted, but the issue itself is still being completed. You are still actively involved with the customer's query, and still following up with the customer until the expected completion date.

In progress

•The customer <u>has been contacted</u> and the Interaction is currently in progress. You are actively involved with the customer's query. The time from receiving the interaction to responding to the customer and setting to In Progress is usually the KPI measure, and should be within the Priority on the interaction.

Referred Externally

• Used when you have responded to the customer, but the issue itself is being investigated or actioned by someone who isn't Waka Kotahi. For example, a telephone pole issue. These should be further followed up by the Service Team to ensure completion with the customer and with the issue.

Resolved/Closed

 Used when the issue is satisfactorily resolved, preferably both with the customer and with us. As per our business rules, Resolved/Closed Interactions cannot be re-opened (the status cannot be changed back to anything else), so if the issue re-occurs, it needs to be logged as a new Interaction (with a Reference or Related Transaction added to the previous one.) Usual Status progression

