# Freshservice Ticket Lifecycle – Whiteboard Template

Use this template during discovery sessions to sketch your ideal Freshservice ticket flow. Sketch manually during a whiteboard session or fill in digitally to visualize workflows from intake to resolution.

# Ticket Intake Sources (Email, Portal, Slack, Walk-up, Phone)

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# Assignment Logic and Team Routing

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# Automation Points (Auto-assign, Auto-prioritize, Category Detection)

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# Approval Requirements and SLA Triggers

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# Notification Rules and Escalation Criteria

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# Ticket Resolution and Closure Flow

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# Integration Points (e.g., Jira, Azure AD)

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# Notes and Open Questions

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