Reported Source categories, Remedy

Conventions used by ChemIT for Remedy "Reported Source" categories.

See also

- Remedy
- Service categories in Remedy and desired ones

Chemistry IT's use of non-obvious Reported Source categories

Category	Use by Chemistry IT	Dates, comments, notes, etc.
Chat	Ticket initiated from an out-of-office, in-person conversation.	Since we don't use electronic chat This is used to distinguish sources a normal Help Desk would almost exclusively get: Walk-ins, email, phone calls, web form.