

Service request

NORTHWIND / INTAKE / EDITABLE TEMPLATE

Request identifier

SR-2048

Requested by

Maya Ellis / Customer Operations

Service

Request portal

Business need

The support team needs a weekly view of requests waiting for customer input.

Required outcome

A report shows the owner, age and next action for each waiting request.

Triage guidance

Confirm the owner, clarify acceptance criteria and agree the next update before scheduling work.