

L1 Agent

It is an agent who acknowledges a ticket. It is an agent who responds to the user (in case the ticket is in English) and reaches out to L0 (in case the language is other than English). Only L0 agent translates the language in which user responded to English and vice-versa depending on whom to reach out. An L1 agent has to keep in mind the SLA's and has to respond quickly. If the L1 agent is aware of the solution, he should fix the problem and mark it as resolved.

Step-by-step guide

1. Check whether you are the right recipient of the ticket. If not, assign it to the right agent within your group.
2. Check for completeness of the ticket
 - a. Do you have a document number / relevant information and check the issue in the right SAP system ?
 - b. Are you able to see the error which the user is facing ?
 - c. Do you have the complete steps of what the user tried to do ?
3. If the answer to any of the above question is no, go back to the user (if it is an English ticket) or go back to L0(for non-English tickets)
4. If you believe that you do not have a solution for this ticket, assign the ticket to L2 group. **DO NOT ASSIGN to any agent of L2 group.**
Before you assign ticket to L2 group
 - a. Please write your analysis
 - b. Please add your name in the watch function available in freshdesk to track the progress of the ticket
5. If you believe that the ticket does not belong to CGI (check the [routing table](#)) - inform L0 about this by adding a private note to the ticket

Access Management

1. If you believe the forms are not filled properly, send it back to L0 by adding a private note asking for more information
2. If approvals are not received, send it back to L0
3. Please send the SU53 document (which lists how to communicate authorization issues) - to user to provide this information for you to aid the user.



Related articles

- [L1 Agent](#)
- [How to create a ticket for Freshdesk admin team](#)
- [Stellar-OB-007-Freshdesk status](#)
- [What are the types of Freshdesk Statuses](#)
- [Setup a Canned Response in Freshdesk](#)