

AS400 SOP & INC Classification

Tuesday, October 22, 2019

8:56 AM

Case Classification		
Request Type	Code	Example and/or product
Capture (C3) Issues	CAP	All issues relating to the capture project
Profiles and Preference	PPN	Issues relating to Profiles and Preferences and vehicle notifications, title notifications, etc.
EWB Offer Management	OMS	Ex. I can't accept an offer in workbench
EWB Sale Setup Tool (SST)	SST	Ex. SST is running slow
Kiosk Issues	KIO	All issues relating to kiosk
Manheim.com	MAN	All other issues relating to M.com, Including MyAccount and MyPurchases – Not access related.
Accounts Issues / Vicki / OVC / SF	ACC	OVE and M.com/Simulcast access issues, after previous triage and enablement by Tier 2.
Ove.com	OVE	All other issues relating to Ove.com – Not access related.
AS400	AS4	All issues relating to the AS400
Simulcast Issues	SIM	All issues relating simulcast. i.e Audio/Video, image display app, vivotek, simulcast purchase confirmation, block client app.
XTIME Request / Incidents	XTM	All requests / incidents related to XTIME
GatePass Related Incidents (VMS)	VMS	All requests /incidents related to Gatepass/VMS
MMR Related Incidents	MMR	All requests / Incidents related to MMR
Second Chance	2ND	All requests / Incidents related to second chance
Seller Dashboard Related Incidents	SDB	All request / Incidents related to Seller Dashboard
Customer Portal Incidents	CSACP	Incidents related to customer portal or customer service application.