

16.3 Example: Activation of a Customer Reminder Management Process

Now let's take a look at the process in action.

Set the Status to "Waiting for Response" on a Ticket associated with an Organization or Contact (Figure 1).

Editing Ticket I can no longer log in to the environment. Save Cancel

INFORMATION TEMPISTICHE SLA INFORMAZIONI MAIL

Ticket Information

Title I can no longer log in to the environment.		Ticket No TT49	
Related To Contact Bianchi Riccardo		Status Wait For Response	
Priority Low		Product Name Search...	
Severity Livello 0		Hours 0.00	
Category Nuovo Progetto		Days 0.00	
Project vtenext Customisation Accounts module		Project Task Search...	

Figure 1

After saving, the Standard Process is triggered and waits for 3 days for the Status to change.

To simulate the scenario in which the Status remains unchanged after the 3-day period, the Standard Process continues through its flow (Figure 2), triggering the related Tool Process (Figure 3), which successfully sends the first automatic email (Figure 4).

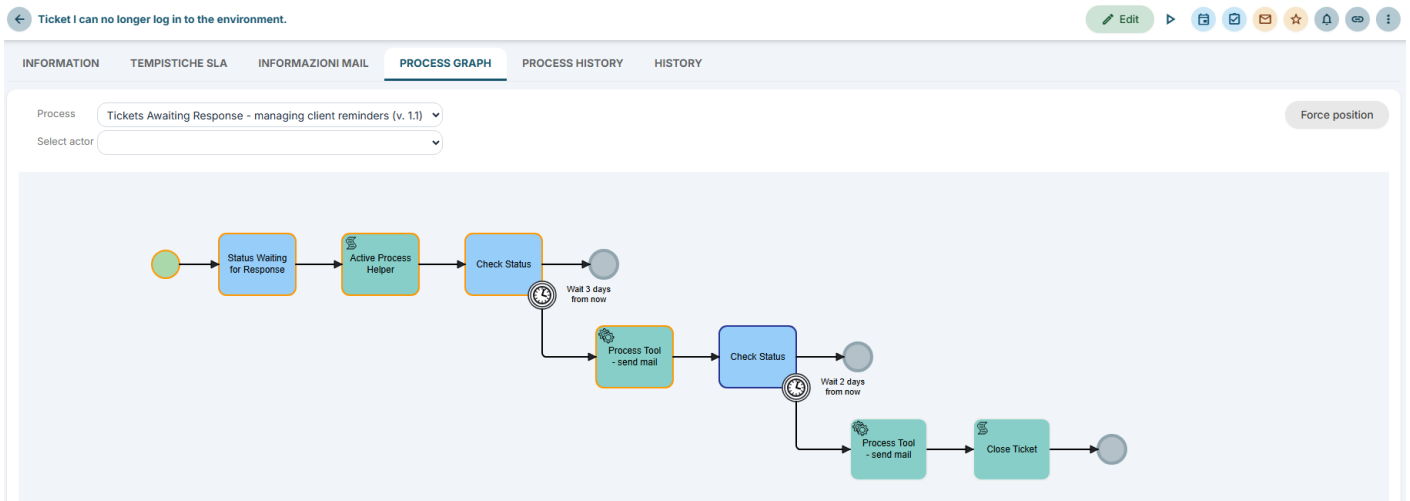


Figure 2

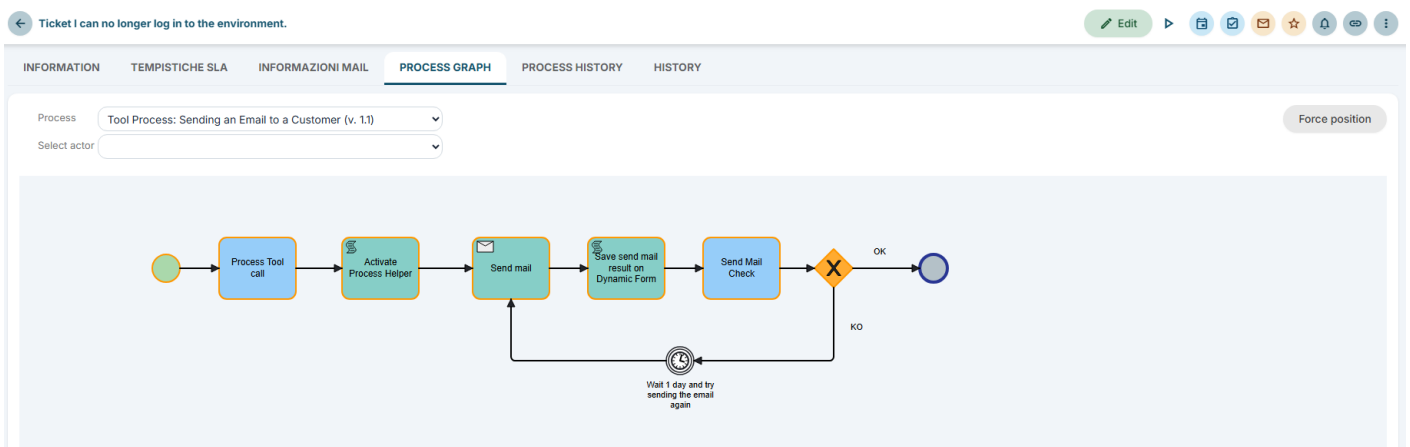


Figure 3

TT49 - Waiting for Response

Tuesday 11-08-2026 16:59:11

Details -

vtecloud@vtenext.com
To: richipanatest@gmail.com

Dear Customer, we have been awaiting your reply regarding ticket TT49 for three days; please respond as soon as possible so that we can resolve your issue.

Figure 4

Finally, simulating the scenario in which the Status remains unchanged after the additional 2 days, the Standard Process continues through its flow (Figure 5), triggering the related Tool Process again (Figure 6). The Tool Process successfully sends the second automatic email (Figure 7) and the Ticket is then closed by changing its Status to "Closed" (Figure 8).

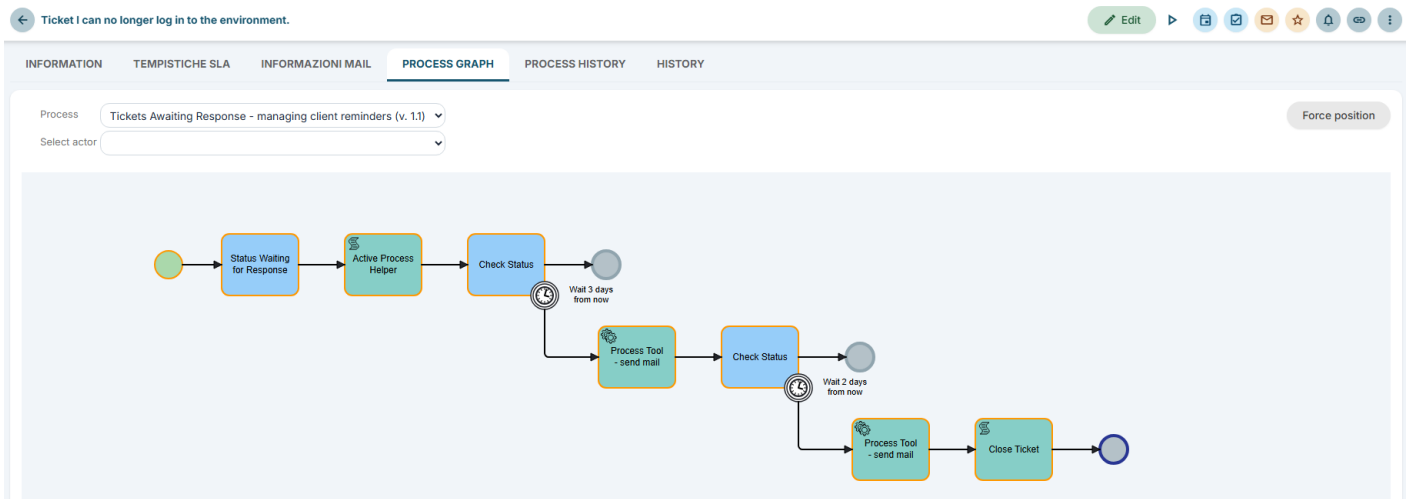


Figure 5

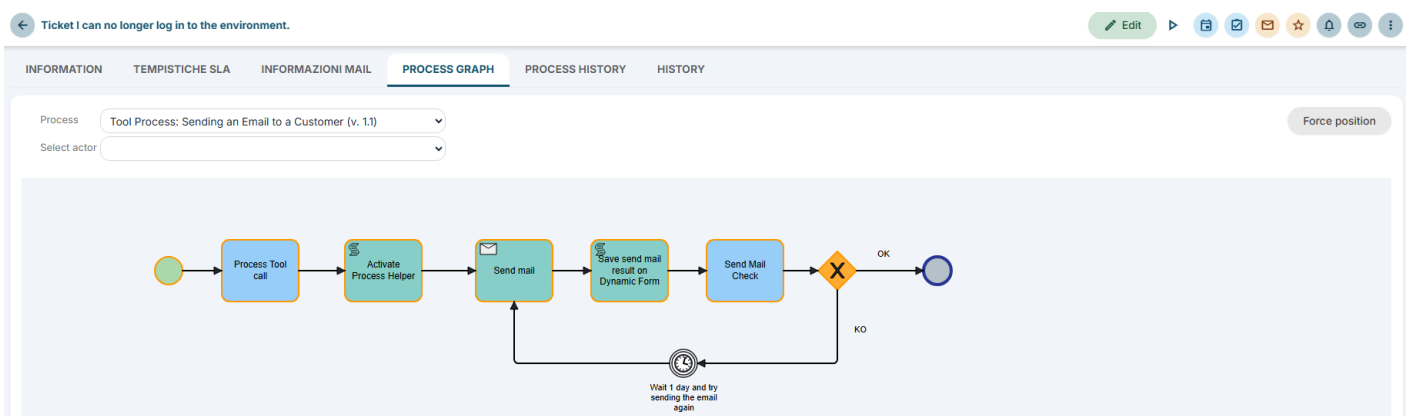


Figure 6

TT49 - Closed

Tuesday 11-08-2026 17:01:38

Details -

vtecloud@vtenext.com
To: richipanatest@gmail.com

Dear Customer, please be advised that ticket TT49 has been closed due to a lack of response over the past 5 days; should you need further assistance, please open a new ticket.

Figure 7

The form displays ticket details for TT49. The title is 'I can no longer log in to the environment.' and the related person is 'Bianchi Riccardo'. The priority is 'Low' and the severity is 'Livello 0'. The category is 'Nuovo Progetto' and the project is 'vtenext Customisation Accounts module'. The ticket status is 'Closed', which is highlighted with a red box. The ticket number is 'TT49'. The form also includes a sidebar with shortcuts for Comments, Talks, and Notes, and a relations section showing Processes (4) and Messages (2).

Figure 8

Revision #1

Created 2026-08-11 14:50:37 UTC by Riccardo

Updated 2026-08-11 15:04:10 UTC by Riccardo