

Use the cancel/close feature to cancel or close a service request. ESP will update the ticket and guide you through the steps using automated workflow.

1. Select: Cancel/Close.

Sample Service Request

Details about the Service | Attachments | Solution

Request Number: Sample Service Request

Status: In progress

Creation Date: Sample Date

Topic: **Service Request/General Inquiry**

Cancel / Close

Notify the Support Person

2. Select: New Status.

*New Status

- Archived
- Closed**
- Deferred
- Rejected Operation
- Resolved

3. Input: Reason.

Cancel / Close the Request(s)

Request Number	Service Description	Requesting Person	Recipient	Root Cause
SANDBOX_SR1612_00007	Service Request/General Inquiry	enduser	enduser	N/A

*New Status: Closed

Reason: Sample information.

Notify the Requesting Persons | Notify Support Person | Finish | Cancel

4. Select: Finish.

→ ESP will update the ticket history of actions.

Cancel / Close the Request(s)

Request Number	Service Description	Requesting Person	Recipient	Root Cause
SANDBOX_SR1612_00007	Service Request/General Inquiry	enduser	enduser	N/A

*New Status: Closed

Reason: Sample information.

Notify the Requesting Persons | Notify Support Person | **Finish** | Cancel

Filter: **Detailed View** | Compact View | [+]
Display All | [-]
Hide All

Date	Assigned To	Action	Status
Sample Date/Time	Sample Employee	+ Cancellation / Closure	Closed