Klarstig

Customer Service Project Tracking

Record a progress update for the specified activity or record. Use a consistent reference so later updates can be compared.

Contact and reference

Organization using this document

Your name or contact reference *

Email for a reply if needed

Information for this document

Record or activity reference *

Update date *

Responsible person or team *

Current status *

- ☐ Not started
- ☐ In progress
- ☐ Waiting on another party
- ☐ Completed
- ☐ Cancelled

Progress since the last update *

Blockers or outstanding items

Next action and target date

Specific details

Project name sponsor and phase

Complete when relevant to this request.

Scope milestones dependencies and acceptance criteria

Operating context

Organization branch or team concerned

Complete when relevant to this request.

Local requirements and constraints relevant to this document

Team specific details

Customer service team queue or case reference

Complete when relevant to this request.

Response expectations escalation route and customer handover needs

Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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