

Kenta / Using Kenta

Understand case visibility, follow-up and escalation

Use explicitly permitted conversations and case scopes while keeping internal notes and billing context separate.

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► Applicability

Read measured support operations

Support operations reports are available in a staff workspace. The report covers all currently retained native Kenta cases permitted by both current support enrollment and queue read grants. It does not include unrelated corporate or Materials-only cases, and no selected reporting period is implied. Organization administration does not grant staff queue access. Refresh and authorized JSON download recheck current authority.

Counts describe the permitted retained scope at the recorded capture time. Open cases exclude resolved and closed cases. Unassigned, escalated and overdue-follow-up counts describe open cases; customer/supplier waiting and resolved/closed counts use their recorded current states. These counts are observations, not workload or service-level guarantees.

Timing measures use UTC wall-clock elapsed calendar minutes, including nonworking hours. First human response uses the recorded first customer-visible human support reply; automatic acknowledgements and internal notes are excluded. The resolution/closure measure includes only cases currently resolved or closed, using the recorded resolution time and falling back to the closure time only when resolution time is absent. It is not a first-ever-resolution measure or a promise of response or resolution.

Each timing measure shows its valid sample count. Zero valid samples produce a null mean, displayed as Not measured, rather than a fabricated zero duration. Invalid nonnull, future or precreation timestamps are excluded and counted as invalid measurements; that count is not a count of distinct cases. Inspect the underlying authorized records before interpreting incomplete measurements.

Retain the coverage basis accepted with the case

A submitted case retains its accepted policy and calendar snapshot. A case created without a policy snapshot remains unconfigured even if a policy is published later. Current configuration and later reports do not rewrite that case's accepted coverage or create a retrospective response target.

An explicitly configured first-human-response target uses the case's own business calendar and time zone. Keep that target separate from the report's elapsed calendar-minute measurements, the durable acknowledgement and the recorded resolution or closure. Publishing a policy does not establish staffing, operating hours or a commitment that has not actually been agreed and configured.

Understand private inspection and export audits

Authorized staff case inspection and permitted case or report exports and metadata inventories append access evidence to retained audit history after current access checks. These access records remain separate from the customer-visible conversation. An inspection or export does not add a customer reply, change the case revision, or represent a response to the requester.

Use the authorized download only within its permitted purpose. A downloaded copy requires authorized handling and sharing; later application access checks cannot retract bytes already downloaded. Do not copy internal notes or unrelated case data into customer-visible conversations.

Inputs and terminology

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Term	Meaning
My cases	Cases visible to you as their requester or through the permitted ownership scope.
Shared with me	Cases explicitly shared through their participant/visibility policy; this is not general project access.
Organization cases	A separately authorized organization-wide view. Its existence does not grant every member access.
Internal note	Staff-only content that must not appear in the customer conversation, exports, attachments or notifications.

Procedure

1. **Open the permitted case**

Use Support cases and choose My cases, Shared with me or the authorized organization view. Filter by reference/status and open the case.

Check its organization, participants, category and next action. Billing context remains subject to separate financial access.

2. **Keep the conversation accountable**

Reply with the requested evidence and reproduction detail. Inspect whether the case is waiting for the customer, supplier or support review.

Read a resolution before closing or requesting further work. Retain the case reference when discussing the same issue.

3. **Request attention through the recorded channel**

Explain changed impact in the customer conversation or use a permitted escalation control when available.

Authorized staff records assignment, handover, escalation and state-change reasons. Escalation does not automatically change contracted service terms.

Verify the result

The permitted participants can follow the case's current owner, history, next action and resolution without viewing internal notes or unrelated records.

What happens next

Support enrollment does not itself grant ordinary project/file access. Queued/sent/failed delivery states remain distinct from a human response or resolution.

Troubleshooting

A colleague cannot open the case or attachment

Check explicit participants, organization/project/billing capabilities, expiry and attachment visibility. Have an authorized owner review the correct case grant. Do not copy internal notes or restricted attachments into an unrelated case.