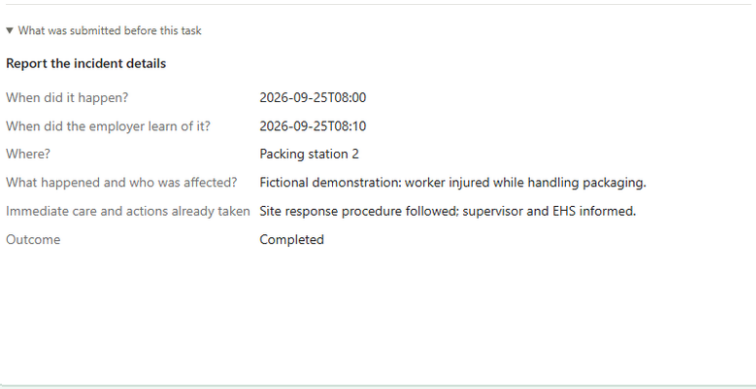
MOVE RELATED WORK TO THE NEXT RESPONSIBLE PERSON

Hand over the next action with the original case attached

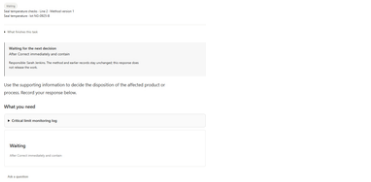
Review the task, response, prerequisites and recipient rule so the next responsible person receives work with its source context.

Evaluate readiness > Make configured automatic work actionable > Choose manual assignee

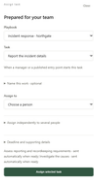
SkillSmith · Carry the earlier incident response into the investigation



SkillSmith · Keep the next disposition decision with its responsible reviewer



SkillSmith · Choose prepared work and its recipient — incident-response example



Carry the earlier incident response into the investigation

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

Who can use this product method

The method keeps the stated role and access scope. Your team confirms the people involved.

Your role	The contribution	SkillSmith support
Configured participants and manager	Evaluate readiness, Make configured automatic work actionable and Choose manual assignee	Use the method within the permitted scope for the selected information.

Attach the source case to the follow-up

In a worked example, the next person receives an action without its source case; preserve the linked context so they do not have to recreate the original issue.

WORKED DECISION

Decision point	Information to use	Responsible next step
Inputs to review	Task definition and Response	Evaluate readiness.
Method action	Prerequisites and Recipient rule	Make configured automatic work actionable and Choose manual assignee.
Result to inspect	Ready, waiting or unassigned next task and Shared timeline	Inspect the available result within the permitted scope.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Move related work to the next responsible person

Start with task definition and response. The steps below show the actions and information available for this method.

01 Evaluate readiness

Start with task definition and response. Evaluate readiness.

02 Make configured automatic work actionable

Make configured automatic work actionable with prerequisites and recipient rule in view.

03 Choose manual assignee

Choose manual assignee. The result includes ready, waiting or unassigned next task and shared timeline.

Use the supporting product method

Review the available actions and the result within the method's stated scope.

Move related work to the next responsible person

The result is retained and the next action is explicit.

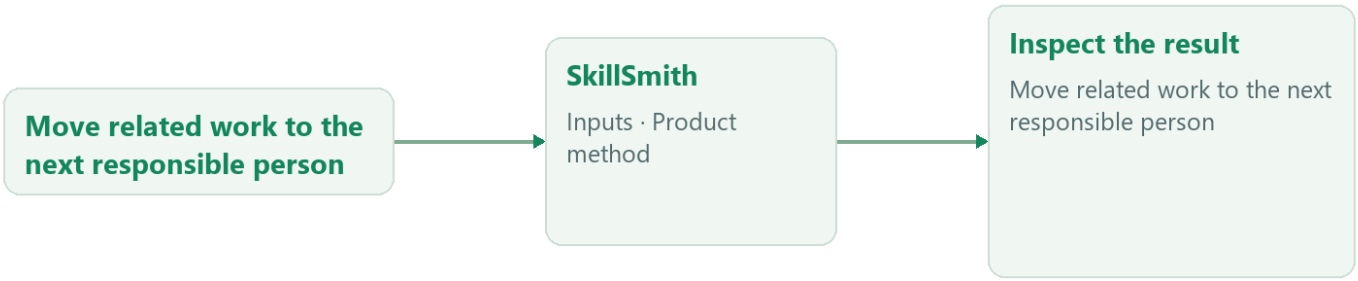
Hand over the next action with the original case attached

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Move related work to the next responsible person A preceding task records the relevant outcome	Ready, waiting or unassigned next task and Shared timeline.

YOUR DELIVERY PLAN / OUR TEAM

Set up a useful first example

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Choose the working inputs

Review task definition, response, prerequisites and recipient rule.

02 Agree who will use the method

Confirm the relevant people and their permitted scope: Configured participants and manager.

03 Try the useful actions

Evaluate readiness, Make configured automatic work actionable and Choose manual assignee.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What can we inspect after using this method?

The method provides ready, waiting or unassigned next task and shared timeline. The result is retained and the next action is explicit.

Who uses this method?

The permitted roles are Configured participants and manager. Confirm the people and their access for the selected example.

Which choices do we need to make first?

Review task definition, response, prerequisites and recipient rule. Use those choices to prepare the first example and its permitted scope.

What context must move to the next responsible person with this follow-up?

The next person receives an action without its source case; preserve the linked context so they do not have to recreate the original issue.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
The next person receives an action without the preceding result.	Keep the preceding result attached when the next responsible person receives work.
Known case details are requested again at the next handoff.	Carry known context forward and show the decisions needed for this task.
An incomplete response loses its correction route.	Use waiting, return and correction paths with a responsible owner and retained context.

Walk through this method with us

Bring one real example and the information needed for this method. We will walk through its actions, result and permitted scope.

- What context must move to the next responsible person with this follow-up?
- The inputs and available actions
- The people and permitted scope
- The result to inspect

Request a demo

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