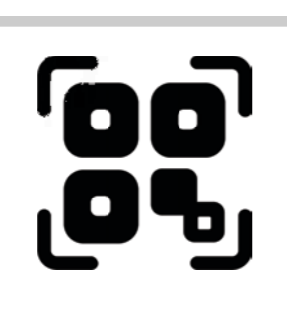


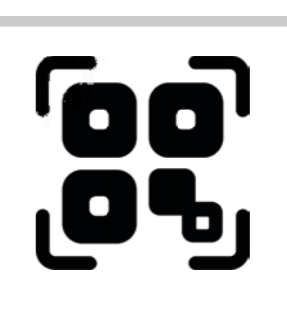
Anna is looking for the perfect match ...

Anna
Code User

Which device?



Device Code

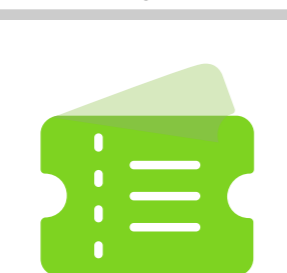


Device Code

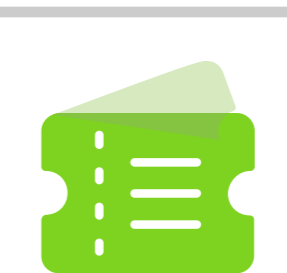


Template	"Coffee Machine"
Ticketing Settings	
Fleet Management	"Customer Service - Coffee Machine"

Template	"Car"
Ticketing Settings	
Fleet Management	"Customer Service - Car"



A ticket is created



A ticket is created

All members of the group
"Customer Service - Coffee Machine"
receive an offer:

"This ticket was offered to you!"
Accept **Decline**

All members of the group
"Customer Service - Car"
receive an offer:

"This ticket was offered to you!"
Accept **Decline**



"Customer Service - Coffee Machine"



"Customer Service - Car"

Depending on availability, skills, etc.,
the most suitable employee
accepts the ticket offer

Depending on availability, skills, etc.,
the most suitable employee
accepts the ticket offer



Max P.
Coffee Machine
Technician



Tobias H.
Car
Customer Service