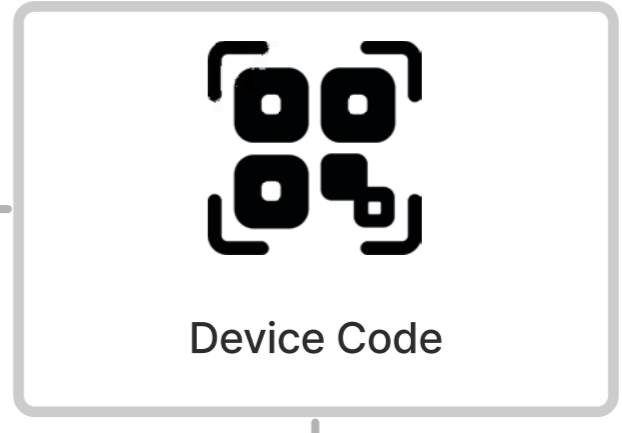
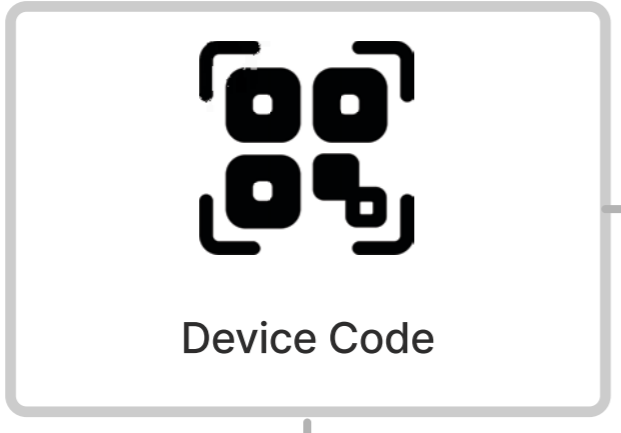




Anna is looking for the perfect match ...

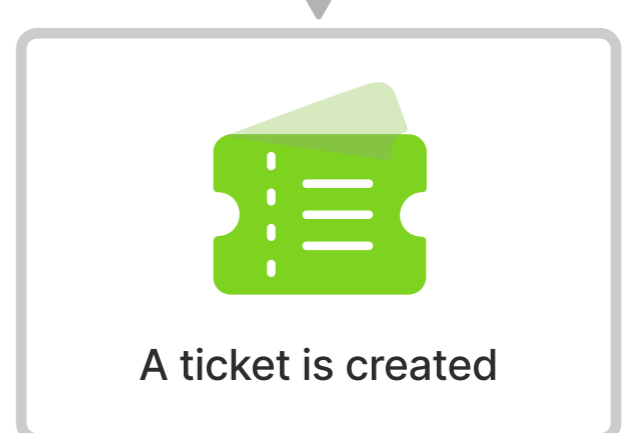
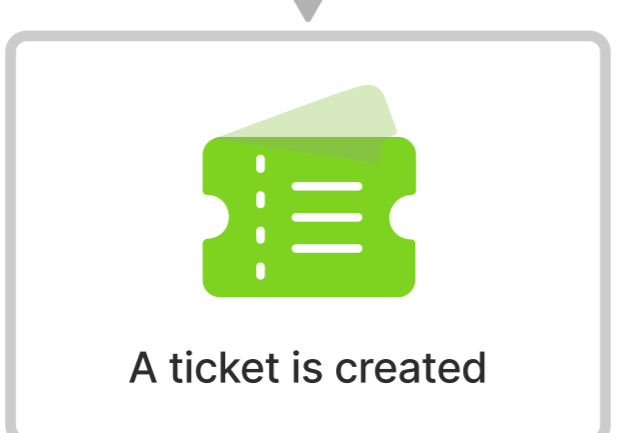
Anna
Code User

Which device?



Template Fleet Management	"Coffee Machine" Meta Team "Customer Service"
Customer Customer Location	"Customer A" Germany

Template Fleet Management	"Coffee Machine" Meta Team "Customer Service"
Customer Customer Location	"Customer B" France



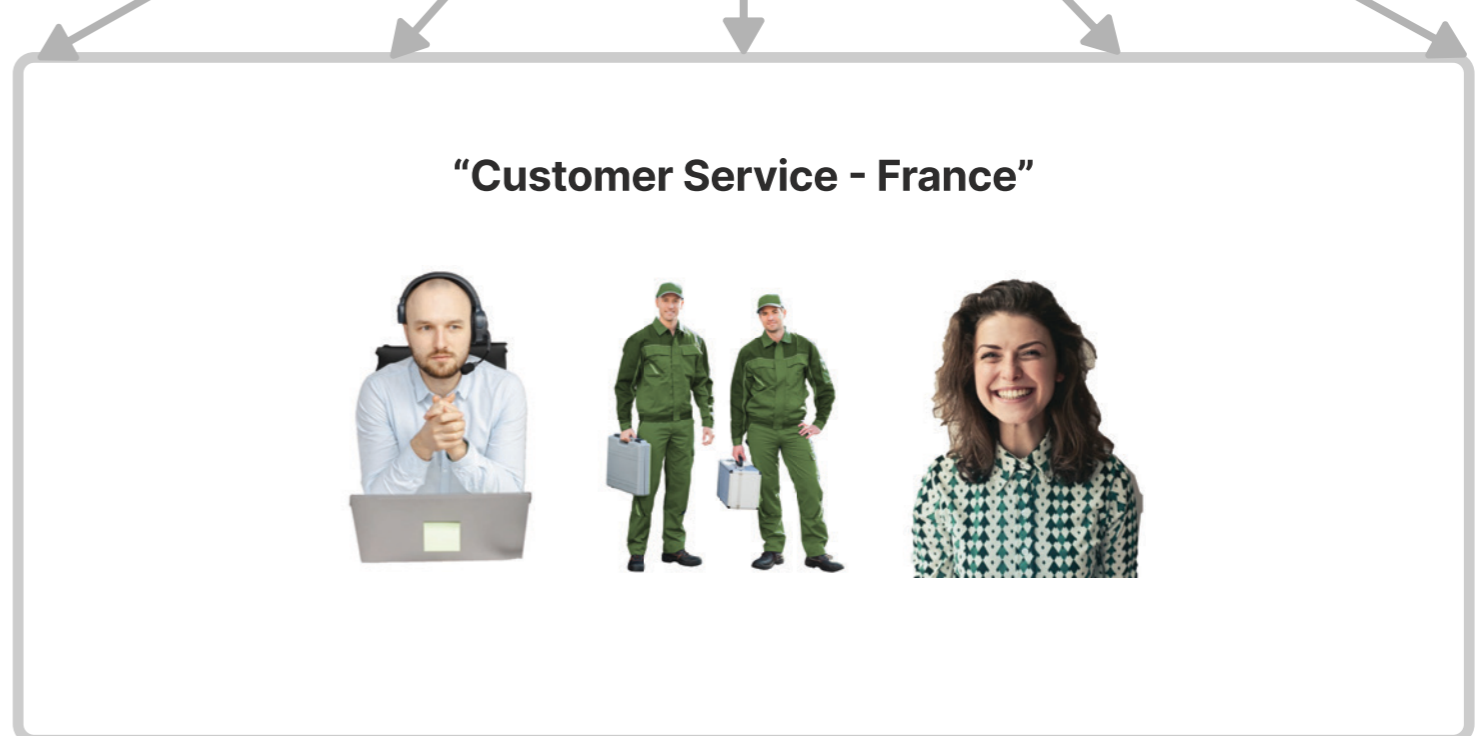
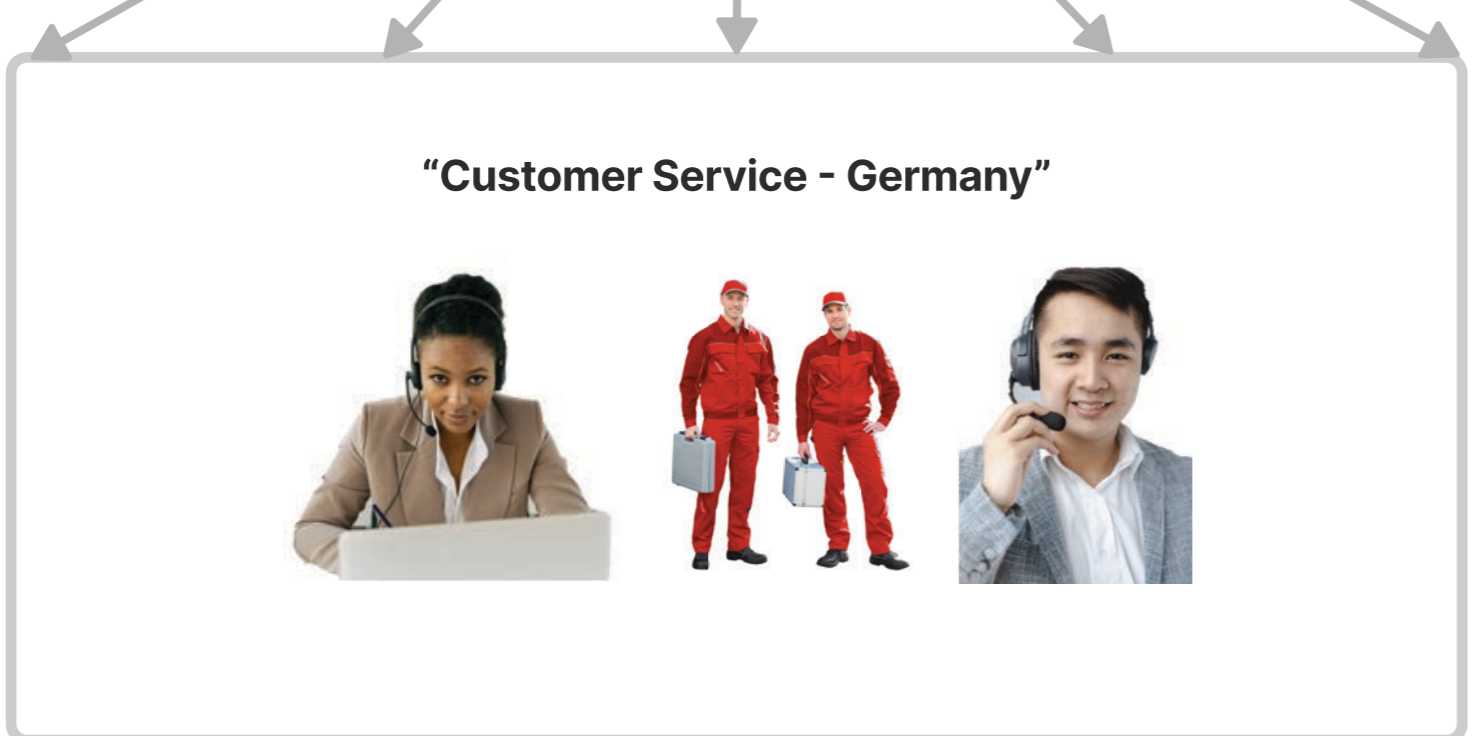
Customer-Team-Mapping		
Meta Team		Team
Customer Service	Customer A	"Customer Service - Germany"
	Customer B	"Customer Service - France"

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

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

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

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



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



Louis Y.
Coffee Machine
Customer Service
Germany



Katharina M.
Coffee Machine
Customer Service
France