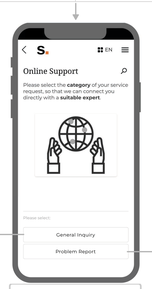
Anna is looking for
the perfect match ...

Anna
Code User

Which device?

Device Code

Template	"Coffee Machine"
Ticket Creation Flows	"General Inquiry" → for general questions "Problem" → for problem reports



Anna
selects the creation flow
that best fits her needs

A ticket is created

Creation Flow	"General Inquiry"
Creation Flow Settings:	
Notifications	"Supervisors - Coffee Machine"
Fleet Management	"Customer Service - Coffee Machine"

All members of the group
"Supervisors - Coffee Machine"
receive **a notification:**

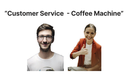
"A ticket was created"

"Supervisors - Coffee Machine"

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

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

"Customer Service - Coffee Machine"



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

Simone B.
Coffee Machine
Customer Service

A ticket is created

Creation Flow	"Problem"
Creation Flow Settings:	
Notifications	"Supervisors - Coffee Machine"
Fleet Management	"Technicians - Coffee Machine"

All members of the group
"Supervisors - Coffee Machine"
receive **a notification:**

"A ticket was created"

"Supervisors - Coffee Machine"

All members of the group
"Technicians - Coffee Machine"
receive **an offer:**

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

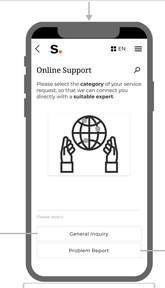
"Technicians - Coffee Machine"

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

Max P.
Coffee Machine
Technician

Device Code

Template	"Car"
Ticket Creation Flows	"General Inquiry" → for general questions "Problem" → for problem reports



Anna
selects the creation flow
that best fits her needs

A ticket is created

Creation Flow	"General Inquiry"
Creation Flow Settings:	
Notifications	"Supervisors - Car"
Fleet Management	"Customer Service - Car"

All members of the group
"Supervisors - Car"
receive **a notification:**

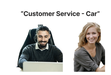
"A ticket was created"

"Supervisors - Car"

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

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

"Customer Service - Car"



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

Nora D.
Car
Customer Service

A ticket is created

Creation Flow	"Problem"
Creation Flow Settings:	
Notifications	"Supervisors - Car"
Fleet Management	"Technicians - Car"

All members of the group
"Supervisors - Car"
receive **a notification:**

"A ticket was created"

"Supervisors - Car"

All members of the group
"Technicians - Car"
receive **an offer:**

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

"Technicians - Car"

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

Tim E.
Car
Technician