

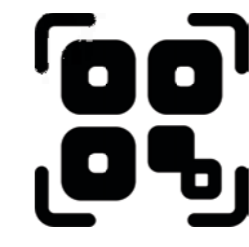
Anna is looking for the perfect match ...

Anna
Code User

Which device?



Device Code



Device Code



Template Notifications	"Coffee Machine" Meta Team "Customer Service"
Customer Customer Location	"Customer A" Germany

Template Notifications	"Coffee Machine" Meta Team "Customer Service"
Customer Customer Location	"Customer B" France



A ticket is created



A ticket is created

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 a **notification:**

"A ticket was created"

All members of the group
"Customer Service - France"
receive a **notification:**

"A ticket was created"

"Customer Service - Germany"



"Customer Service - France"

