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Customer-Team-Mapping		
Meta Team	**Customer**	**Team**
Customer Service - Car	Customer A	"Customer Service - Car - Germany"
	Customer B	"Customer Service - Car - France"
Customer Service - Coffee Machine	Customer A	"Customer Service - Coffee Machine - Germany"
	Customer B	"Customer Service - Coffee Machine - France"
Technicians - Car	Customer A	"Technicians - Car - Germany"
	Customer B	"Technicians - Car - France"
Technicians - Coffee Machine	Customer A	"Technicians - Coffee Machine - Germany"
	Customer B	"Technicians - Coffee Machine - France"
Video Support - Car	Customer A	"Video Support - Car - Germany"
	Customer B	"Video Support - Car - France"
Video Support - Coffee Machine	Customer A	"Video Support - Coffee Machine - Germany"
	Customer B	"Video Support - Coffee Machine - France"
Supervisors - Car	Customer A	"Supervisors - Car - Germany"
	Customer B	"Supervisors - Car - France"
Supervisors - Coffee Machine	Customer A	"Supervisors - Coffee Machine - Germany"
	Customer B	"Supervisors - Coffee Machine - France"

Anna
Code User

Which device?

Device Code

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

Anna
selects the creation flow
that fits her needs

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Coffee Machine - Germany"

"Customer Service - Coffee Machine - Germany"

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

Simone S.
Coffee Machine
Customer Service
Germany

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Coffee Machine - Germany"

"Technicians - Coffee Machine - Germany"

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

Max P.
Coffee Machine
Technician
Germany

A video session is requested

Creation Flow	"Video Session Request"
Video Session Settings	
Notifications	Meta Team "Video Support - Coffee Machine"

Customer-Team-Mapping*

All members of the group
"Video Support - Coffee Machine - Germany"
receive a **notification**:

"A video session was requested"

"Video Support - Coffee Machine - Germany"

Depending on availability, skills, etc.,
the most suitable employee
answers the request

Michelle K.
Coffee Machine
Video Support
Germany

Device Code

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

Anna
selects the creation flow
that fits her needs

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Coffee Machine - France"

"Customer Service - Coffee Machine - France"

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

Christoph S.
Coffee Machine
Customer Service
France

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Coffee Machine - France"

"Technicians - Coffee Machine - France"

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

Maxence R.
Coffee Machine
Technician
France

A video session is requested

Creation Flow	"Video Session Request"
Video Session Settings	
Notifications	Meta Team "Video Support - Coffee Machine"

Customer-Team-Mapping*

All members of the group
"Video Support - Coffee Machine - France"
receive a **notification**:

"A video session was requested"

"Video Support - Coffee Machine - France"

Depending on availability, skills, etc.,
the most suitable employee
answers the request

Katharina M.
Coffee Machine
Video Support
France

Device Code

Template	"Car"
Ticket Creation Flows	"General Inquiry" → for general questions "Problem" → for problem reports
Customer Customer Location	"Customer A" Germany

Anna
selects the creation flow
that fits her needs

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Car - Germany"

"Customer Service - Car - Germany"

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

Henry S.
Car
Customer Service
Germany

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Car - Germany"

"Technicians - Car - Germany"

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

Tim E.
Car
Technician
Germany

A video session is requested

Creation Flow	"Video Session Request"
Video Session Settings	
Notifications	Meta Team "Video Support - Car"

Customer-Team-Mapping*

All members of the group
"Video Support - Car - Germany"
receive a **notification**:

"A video session was requested"

"Video Support - Car - Germany"

Depending on availability, skills, etc.,
the most suitable employee
answers the request

Erika Z.
Car
Video Support
Germany

Device Code

Template	"Car"
Ticket Creation Flows	"General Inquiry" → for general questions "Problem" → for problem reports
Customer Customer Location	"Customer B" France

Anna
selects the creation flow
that fits her needs

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Car - France"

"Customer Service - Car - France"

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

Emilio F.
Car
Customer Service
France

A ticket is created

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

Customer-Team-Mapping*

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

"A ticket was created"

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

"This ticket was offered to you!"
Accept Decline

"Supervisors - Car - France"

"Technicians - Car - France"

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

Timothée A.
Car
Technician
France

A video session is requested

Creation Flow	"Video Session Request"
Video Session Settings	
Notifications	Meta Team "Video Support - Car"

Customer-Team-Mapping*

All members of the group
"Video Support - Car - France"
receive a **notification**:

"A video session was requested"

"Video Support - Car - France"

Depending on availability, skills, etc.,
the most suitable employee
answers the request

Samira G.
Car
Video Support
France