



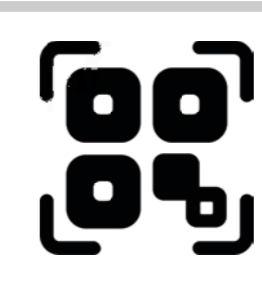
Anna is looking for the perfect match ...

Anna
Code User

Which device?



Device Code



Device Code



Template	"Coffee Machine"
Video Session Settings Notifications	Meta Team "Video Support"
Customer Customer Location	"Customer A" Germany 

Template	"Coffee Machine"
Video Session Settings Notifications	Meta Team "Video Support"
Customer Customer Location	"Customer B" France 



A video session is requested



A video session is requested

Customer-Team-Mapping

Meta Team		Team
Video Support	Customer A	"Video Support - Germany"
	Customer B	"Video Support - France"

All members of the group
"Video Support - Germany"
receive a notification:
"A video session was requested"

All members of the group
"Video Support - France"
receive a notification:
"A video session was requested"

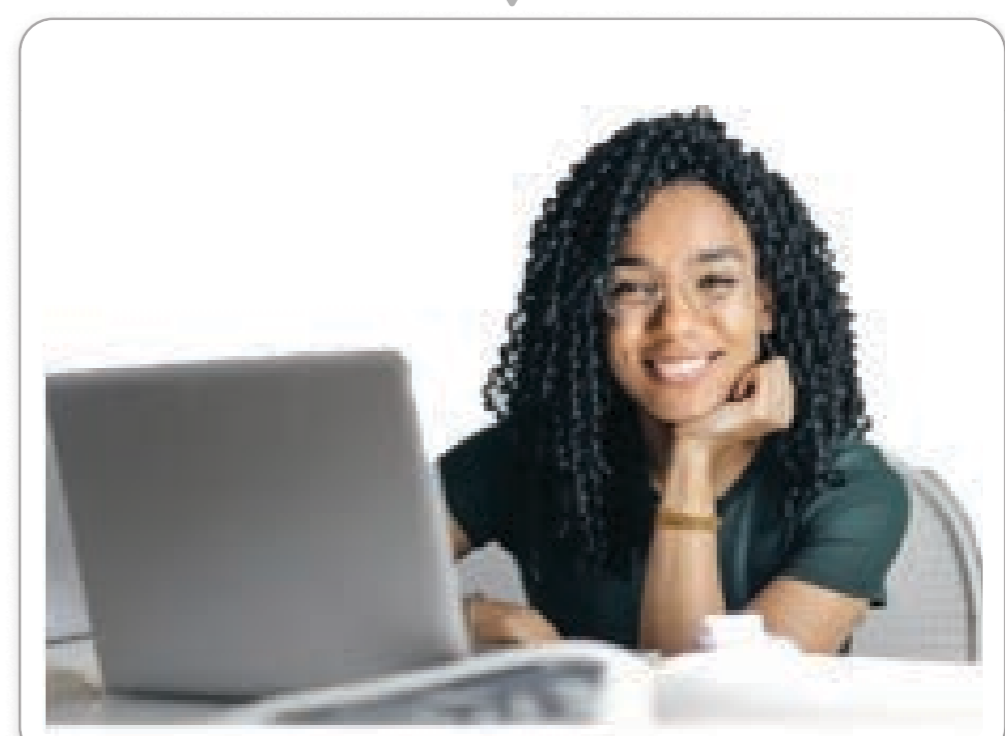


Depending on availability, skills, etc.,
the most suitable employee
answers the request

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answers the request



Louis Y.
Coffee Machine
Video Support
Germany



Victoria S.
Coffee Machine
Video Support
France