



TicketFlow & TicketFlow Modeller – Optimize Your Ticket Management!

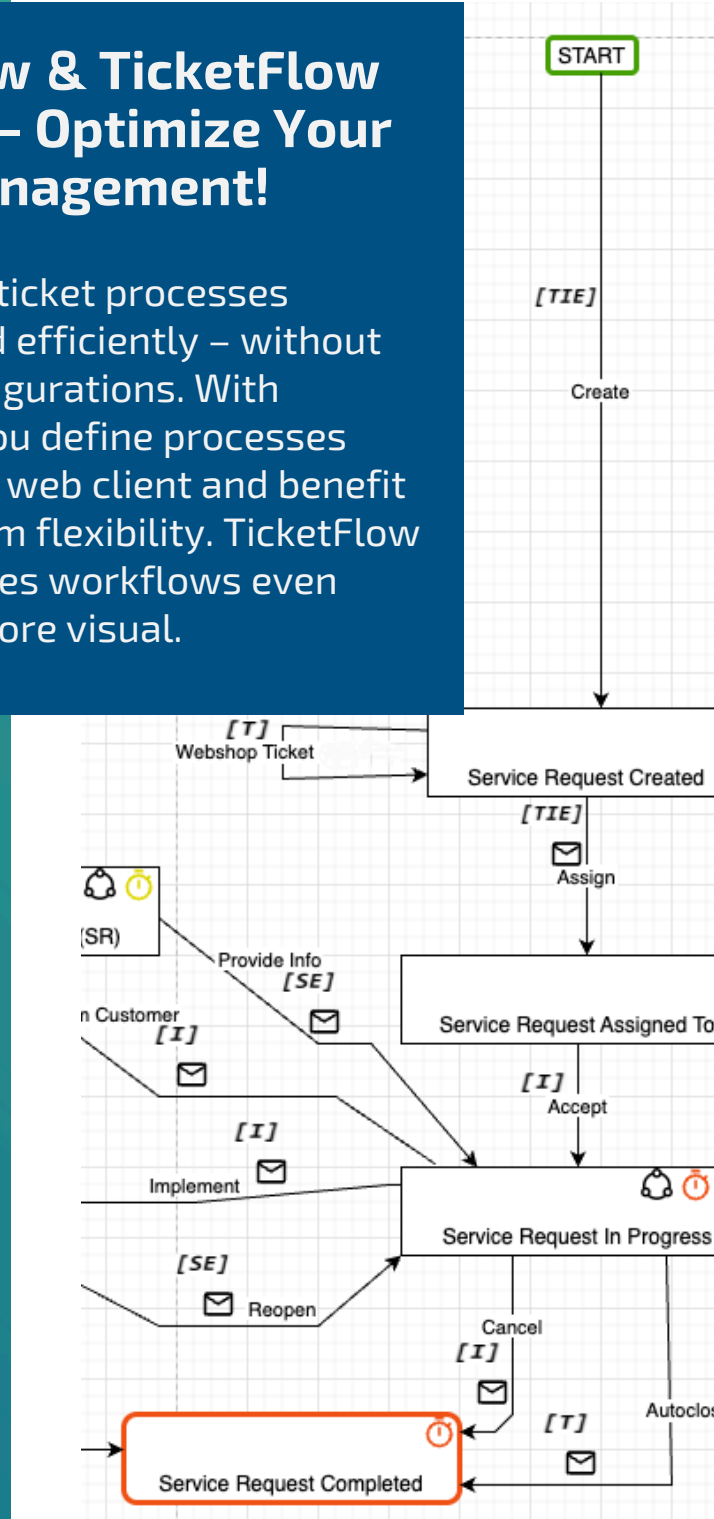
Manage your ticket processes intuitively and efficiently – without complex configurations. With TicketFlow, you define processes directly in the web client and benefit from maximum flexibility. TicketFlow Modeller makes workflows even clearer and more visual.

TicketFlow – Efficient Ticket Management

- › **Dynamic Process Design:** Adjust ticket processes without a rich client, restart, or customization.
- › **Multiple Ticket Processes:** Differentiate by service types and specific requirements.
- › **Integrated SLA Monitoring:** Automatic time tracking with start, stop, and pause checkboxes.
- › **Intelligent Ticket Routing:** Automatic assignment based on skills and predefined rules.
- › **Simplified Operation:** All ticket actions combined in one button, with visible permitted actions based on workflow status.
- › **Visual Process Overview:** Graphical display of the ticket workflow for greater transparency.

TicketFlow Modeller – Intuitive Extension

- › **No More Tables:** Graphically model workflows via drag & drop.
- › **Flexible Design:** Define statuses, transitions, and permissions directly in the modeller.
- › **Quick Modifications:** Implement changes instantly without complex workarounds.
- › **Visual Workflow Design:** Create ticket and incident workflows intuitively.
- › **Integrated SLA Monitoring:** Transparent measurement and control of service level agreements.
- › **Custom Formatting:** Use personalised layout and design options.
- › **Seamless Integration:** Save custom workflows, export as PDF or image, and easily share with your team.



Smarterer FSM starts here – get started now!

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