

MAIN-TOOL

TICKET MANAGEMENT

Microsoft® Dynamics® Business Central®

Advantages:

- Simple Processes
- Easy operation
- Quick introduction

Key Features:

- Create tickets
- Assign tickets
- Tickets escalation
- Track tickets
- Process tickets
- IOT Controller Integration (optional)



- **Create tickets**

Create new tickets and provide them with the essential information, such as priorities, photo and description. You can start the ticket system with the MAIN-TOOL Technical Asset Management and link the tickets to your assets. If you have a IOT/control integration, the system creates tickets independently.

- **Assign tickets**

Assign the tickets to specific groups or persons.

- **Ticket escalation**

Escalate tickets through various notification workflows.

- **Track ticktes**

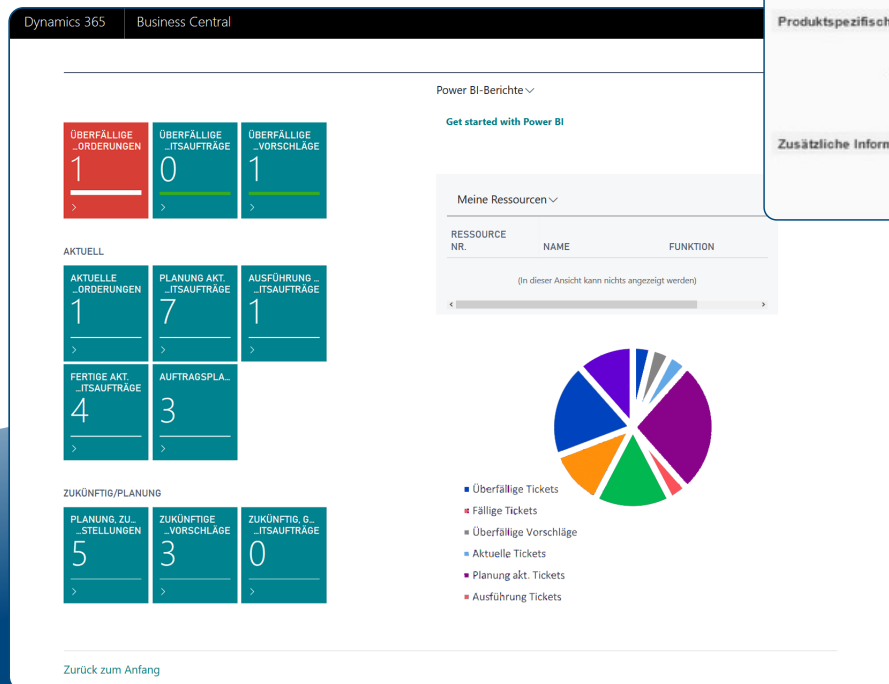
Work through tickets, the optional Knowledgebase can help you with this.

- **Process ticktes**

Work through tickets, the optional Knowledgebase can help you with this.

- **IOT Controller Integration (optional)**

We can turn your systems into intelligent IOT controllers.



The screenshot shows a ticket form with the following details:

- Ansprechpartner:** Peter Muster
- Ticket Inhalt:**
 - Thema:** Klemmenplan mehrspaltig
 - Beschreibung:** Hallo Support Team, wie kann ich einen Klemmenplan mit mehreren Spalten erstellen?
 - Gruß:** Peter Muster
- Vollständige Dongle Nummer:** Dongle: [Barcode]
- Produktspezifische Daten:**
 - Produkt:** EPLAN Electric P8
 - Produkt Version:** 2.2
 - Build Nr.:** [Field]
- Zusätzliche Informationen:** [QR Code]
- Buttons:** Senden, Abbrechen

