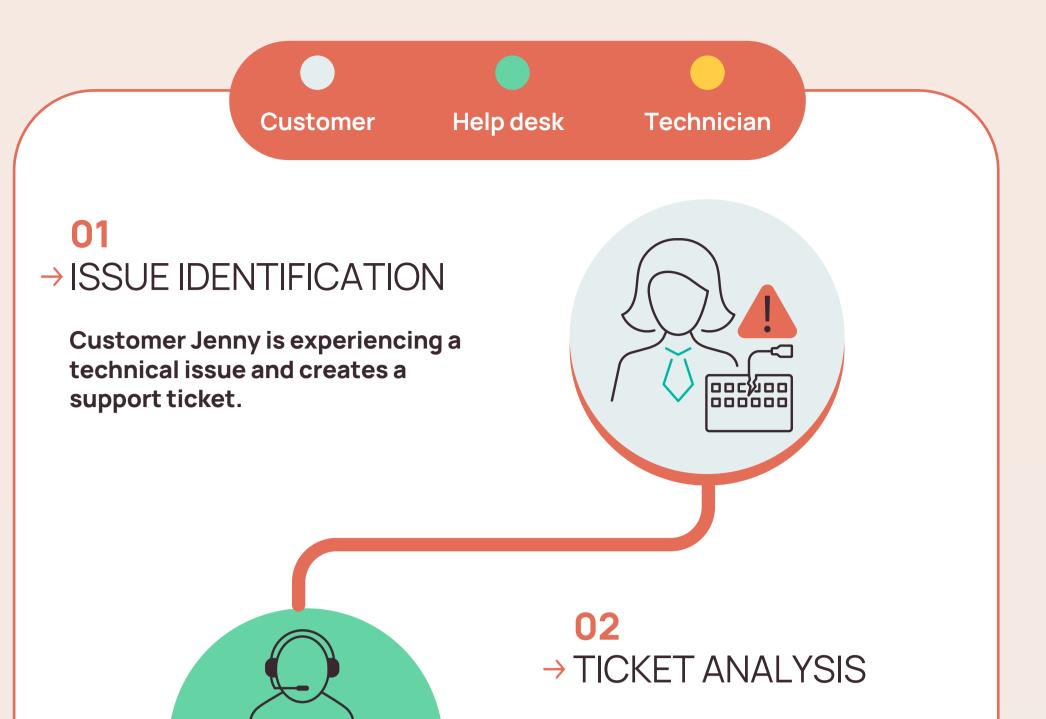
### •1 fieldcode

# **Steps for seamless ticket** resolution

Journey through the lifecycle of a ticket. Witness how Fieldcode's FSM software and collaborative technology empower teams to resolve issues.



The help desk analyzes the issue, orders spare parts and moves the ticket to the onsite support.

Tools needed: Fieldcode Work place

# 03 → BOOKING AN APPOINTMENT

Jenny chooses the best-fitting appointment slot at her convenience.

Tools needed: Fieldcode Customer portal





# 04 → CONFIRMATION AND **TICKET TRACKER**

Jenny receives a booking confirmation and ticket tracker for status updates.

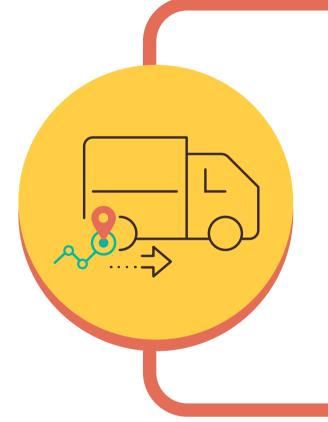
Tools needed: Fieldcode Customer portal



The ticket gets assigned to the best fitting engineer based on skills and route optimization.

Tools needed: Fieldcode Work place Optimizer





# 06 → ON-SITE VISIT AND RESOLUTION

The field engineer receives the details and resolves the issue on-site.

Tools needed: Fieldcode Mobile App (FMA) with guided intervention

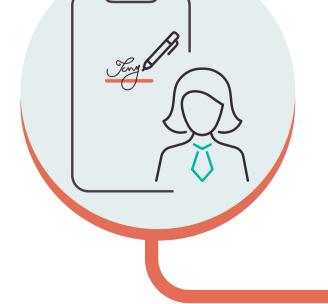
# 07 → PART USAGE CONFIRMATION

The field engineer confirms the usage of the replacement parts.

Tools needed: FMA and spare parts management



08



### **ON-SITE CONFIRMATION**

Jenny signs an on-site digital receipt acknowledging the successful resolution of the issue.

Tools needed: FMA with on-site report form

# 09 → POST-SERVICE COMMUNICATION

Jenny receives a follow-up email summarizing the service performed.

Tools needed: Fieldcode Customer portal



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