

# 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.

Customer

Help desk

Technician

## 01

### → ISSUE IDENTIFICATION

Customer Jenny is experiencing a technical issue and creates a support ticket.



## 02

### → TICKET ANALYSIS

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

## 05

### → ENGINEER ASSIGNMENT

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

