



* the platform (callback function) is a way for the ticket-system or any other module to call .send() and give that user a message, the send() function handles all the appropriate syntax in order for the user to receive the message, for instance if the platform were to be "irc", the .send("You're up next!") function would format something like:

```
'PRIVMSG #channel :<username> You're up next!'
```

And we wouldn't need to know the specifics of that platform, keeping the platform specific syntax where they should be, in the hands of the reporting module.