Customer support

Customer

System

ticket

notification

Customer ticket received

Ticket acknowledged

Create new issue

Perform automatic problem assesment

Eliminates malicious acts, spam, duplicates etc.

Issue store

Valid issue?

Prepare response with denial reason

Issue denied

notification

yes

Customer support

Support worker

Review ticket description

Cannot be solved

Discuss problem

Phone call or chat conversation

Examine possible solutions

Higher authority required

Requires help?

Can be solved straightaway

Higher authority requested

delegation request

No feasible solution

Prepare negative response

Issue handled

Handle issue

notification

Customer informed about result

Support manager