Helpdesk Process


```
         ( )
          |
          v
   [ Insert ticket ]
          |
          v
  [ Assign seriousness ]
          |
          v
  [ Take in charge ticket ]
          |
          v
          <X>
     /     |      \
    v      v       v
[Wait for  [Forward ticket  [Inspect on site]
additional  to second-              |
information  level support]         v
from the        |            [Wait for appointment
customer]       v             confirmation]
                [Resolve problem        |
                 via second-            v
                 level support]  [Document appointment]
                     |                 |
                     v                 |
                    <X>----------------
                     |
                     v
              [ Resolve ticket ]
                     |
                     v
              [ Archive ticket ]
                     |
                     v
                    ( )
```