Orders
Workflow
Step 1 | Sign contract
Step 2 | Create order
Step 3 | Add shipment(s)
Step 4 | Receive shipment(s)
Step 5 | Check and stock
Step 6 | Monitor and validate
Order Tracking
Change order status
Manage inventory
Track resolution

Onboarding
Onboard new customers
Manage customer accounts
Factory new machines
Create and change pour configs

Run-time Operations
Machine states
Troubleshooting
Machine diagnosis and repair
Customer support requests
Machine tickets
Inventory tickets

Ops Reference
Adjust ER frequency and settings
Machine states
Ops Ticket workflows
Filtering overview
Machine types

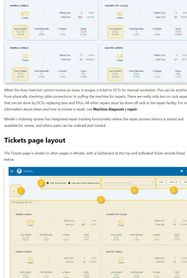
Minder Training Center
Crawdy
Temperature
Rapids
Machine Orders
Servos
Support Requests
Customer Success
Tags
Repair Center Workflow

Machine tickets

Overview
Tickets page layout
Actionable tickets and aggregation
Ops Genie Integration for Oncall (not yet implemented)
Severity and SLAs
Ticket Operations
Tickets in OPERATIONS: Servers
Ticket resolution steps
Tickets in Microsoft Teams
Create a new ticket
Repair orders and tracking
TO ORDER PARTS
Create a new ticket
Repair orders and tracking

Overview

Minder ticketing is designed to escalate machine issues that cannot be resolved by the Auto-bad bot to DCT attention for manual resolution. The Auto-bad bot automatically resolves around 80% of tickets before they require manual intervention, as evidenced by this snapshot of the **Tickets Dashboard**:


OVERDUE (1)
MARKO CIRULA
Pour Quality Issues
Fluid Disposability Issues
Machine Issues
Other Issues
Total Tickets
Fill Time
Fill Rate
Pour Time
Pour Rate
Total Pours
Machine Uptime
Machine Downtime
Machine Availability
Machine Utilization
Machine Cycles
Machine Cycle Time
Machine Cycle Rate
Machine Cycle Count
Machine Cycle Time
Machine Cycle Rate
Machine Cycle Count