Story case 2:

Agent at ISP firm takes call and submits ticket into system:  
Client of the ISP firm runs into an issue with his internet connection, the signal keeps dropping and has become highly inconvenient to the client. The client calls the firm and is connected to an agent. The agent hears the complain and begins filing the ticket, choosing “Other…” option for category and specifies the situation in the comment box. The system recommends that a technician be deployed to handle the situation. The agent then relays this information to the client and submits the ticket to the system, such that it would designate a technician to the issue, and provide him/her with relevant information.