Call Management – Call Allotment to Engineer

Tickets DB

Engineer DB

App Engr ID
Engineer Name
Address Details
Mobile Number
Alt Contact Number
Email ID
Mobile Handset Details
Designation
Team
Areas Covered
Login ID
Password

Map Fault Category with Engineers Team and Areas covered

Check Engineer occupancy

Shortlist & Notify Available Engineers

Allocation DB

App Ticket ID
App Engineer ID
Alloc Date
Next Follow Up
Ticket Type (New, Previous, Escalated)
Priority
Ticket Status

No

Acceptance from Engineer

Yes

Update Allocation DB with Engineer Details
Notify Customer