

# PV207 Customer Care

IT Support - Customer Care

Team lead: Pavol Loffay

# Domain - Customer Care

- .G1: Solve every business case reported by customer.
- .G2: Be the major provider in IT support field.
- .P: Create ticket, Add item to knowledge base...
- .jBPM, Dropwizard
- .+ Git, microservice, community version
- .+ Java handlers
- .- Team responsibility, fulfill tasks

# Pavol Loffay - Team lead

- .Team lead
  - .organization
- .Process design:
  - .Registration, Create ticket
- .Implementation
  - .Git, microservices, jBPM
  - .Processes: Registration, Create/Add/Solve BC

# Jan Faron - Analyst/Developer

- .Domain Analysis
- .Process design:
  - .Solve Business Case
  - .Add support for new tool
- .Implementation
  - .Solve business case
  - .Fix issues
  - .Help implement other processes

# Martin Pitoňák - Analyst/Developer

- .Process design:
  - .Create/Update subscription
  - .Add item to knowledge base
- .Implementation
  - .Fixing issues

# Milan Pánik - Analyst/Developer

- .Domain Analysis
- .Process design:
  - .Solve Business Case
  - .Add support for new tool
- .Implementation
  - .Validate business case and subscription
  - .Help implement other processes

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Questions?