Flow-Customer Handling Management

Layer 1

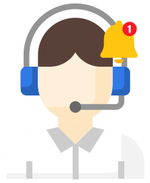
Create Ticket → Status → Closed → Escalation → Eksternal/ internal → Vendor List / Notif Email → PORTAL

Closed

Layer 2

Layer

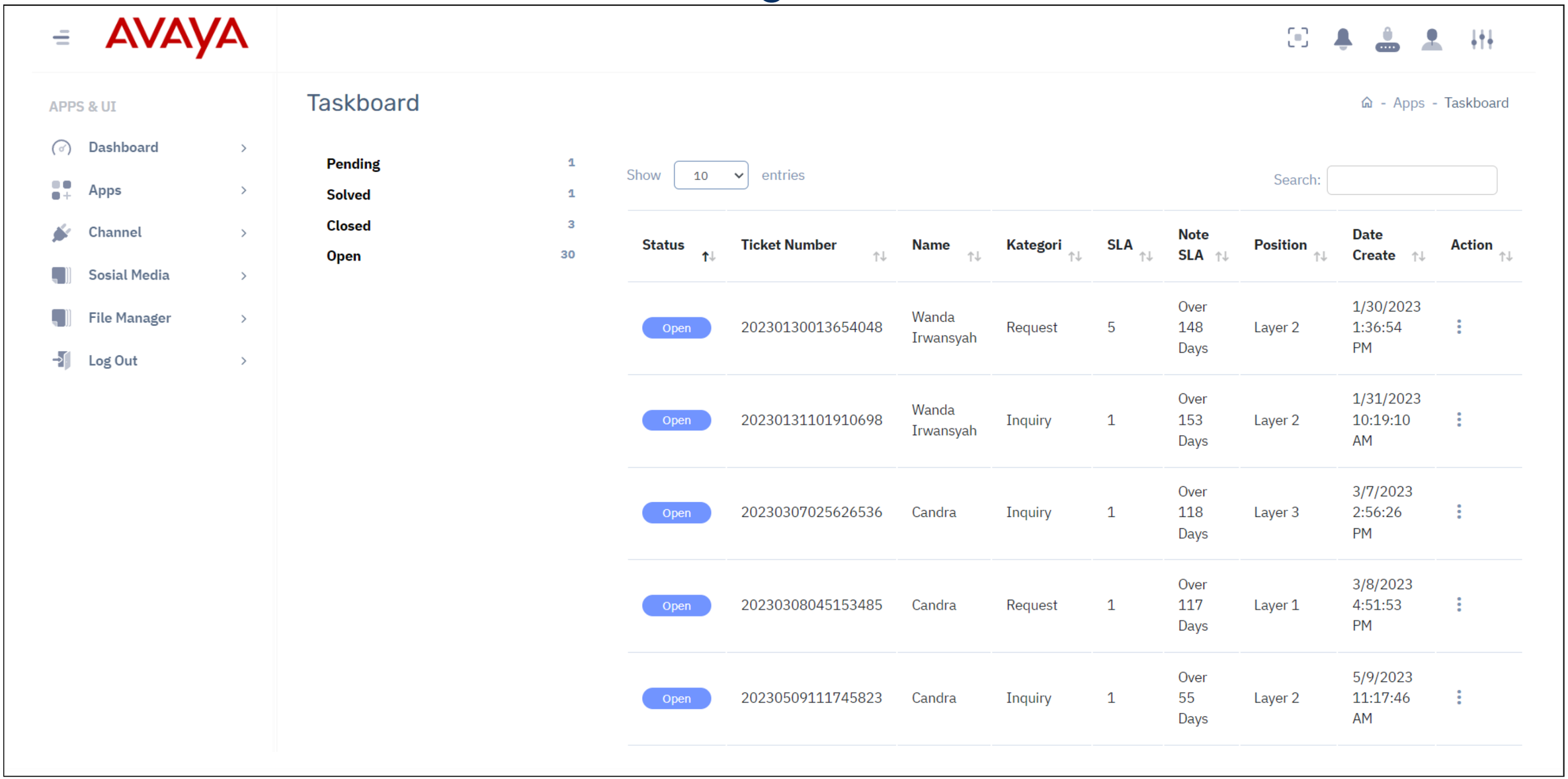
Taskboard → Status → Closed → Escalation → Eksternal/ internal



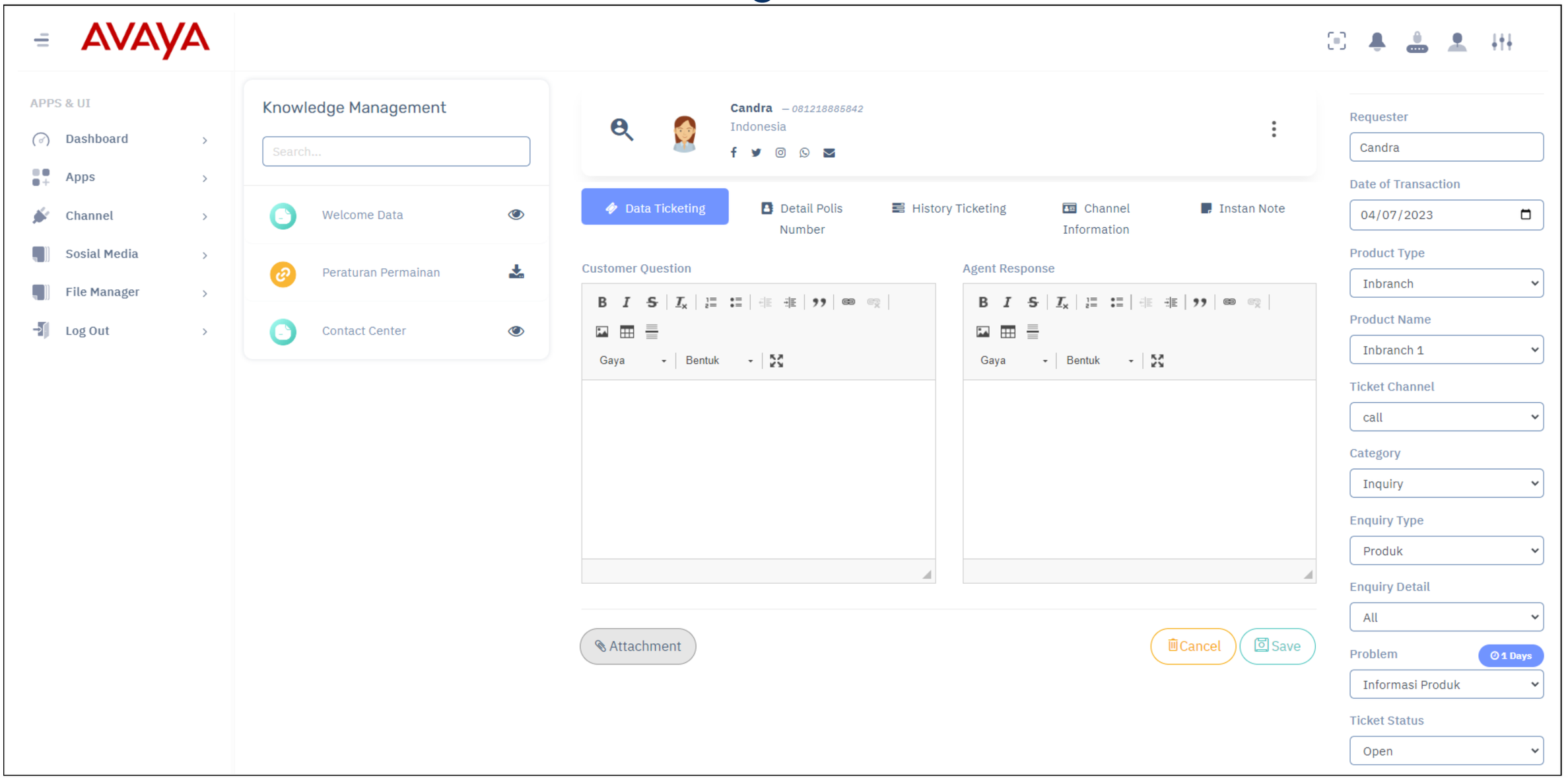
Layer 3

Taskboard → Status → Escalation → Internal

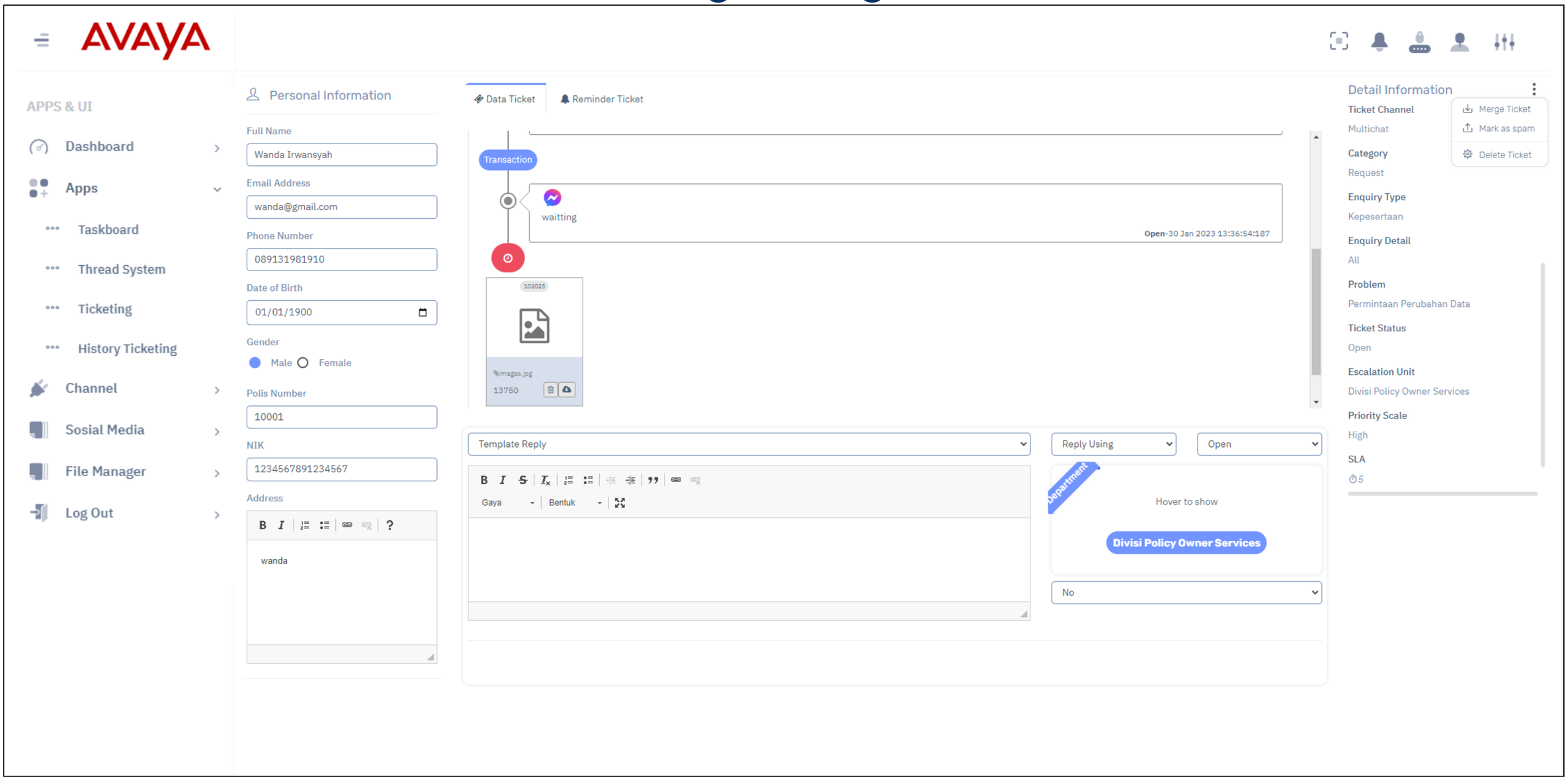
Taskboard-Customer Handling Management



Create Ticket-Customer Handling Management



Add interaction-Customer Handling Management



Dashboard-Customer Handling Management