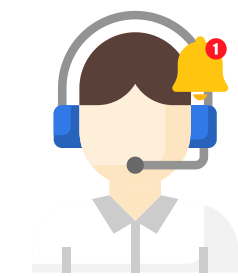


Flow-Customer Handling Management



Layer 1

Create Ticket

Status

Closed

Escalation

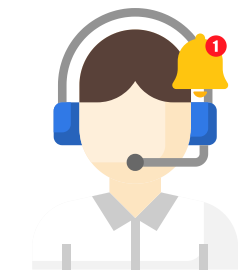
Eksternal/
internal

Vendor List

Notif Email

PORTAL

Closed



Layer 2

Taskboard

Status

Closed

Escalation

Eksternal/
internal



Layer 3

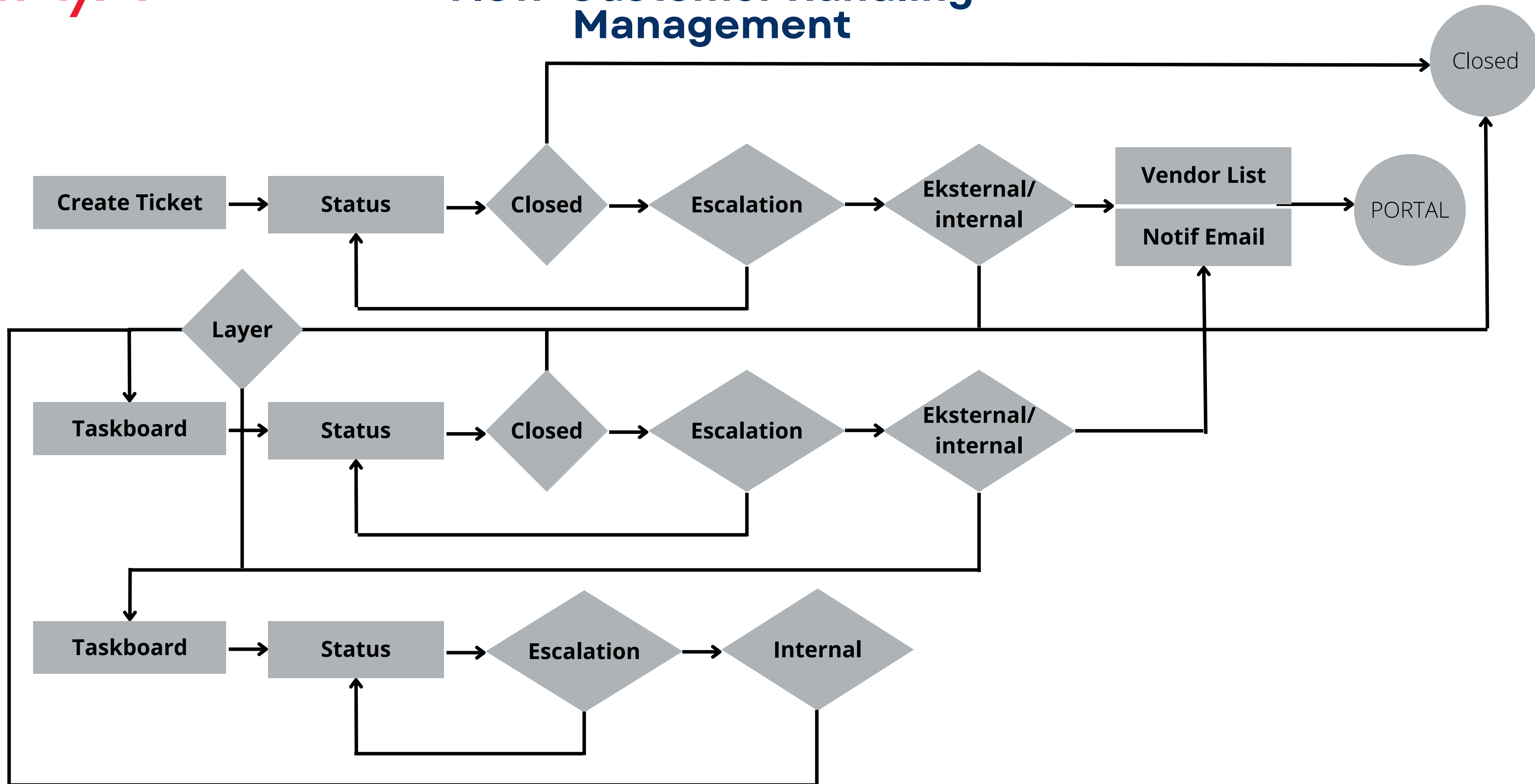
Taskboard

Status

Escalation

Internal

Layer



Taskboard-Customer Handling Management

AVAYA

APPS & UI

Dashboard

>

Apps

>

Channel

>

Sosial Media

>

File Manager

>

Log Out

>

Taskboard

Home

Apps

Taskboard

Search:

Pending

1

Solved

1

Closed

3

Open

30

Status

↑↓

Ticket Number

↑↓

Name

↑↓

Kategori

↑↓

SLA

↑↓

Note SLA

↑↓

Position

↑↓

Date Create

↑↓

Action

↑↓

Open	20230130013654048	Wanda Irwansyah	Request	5	Over 148 Days	Layer 2	1/30/2023 1:36:54 PM	
Open	20230131101910698	Wanda Irwansyah	Inquiry	1	Over 153 Days	Layer 2	1/31/2023 10:19:10 AM	
Open	20230307025626536	Candra	Inquiry	1	Over 118 Days	Layer 3	3/7/2023 2:56:26 PM	
Open	20230308045153485	Candra	Request	1	Over 117 Days	Layer 1	3/8/2023 4:51:53 PM	
Open	20230509111745823	Candra	Inquiry	1	Over 55 Days	Layer 2	5/9/2023 11:17:46 AM	

Create Ticket-Customer Handling Management

AVAYA

APPS & UI

Dashboard

Apps

Channel

Sosial Media

File Manager

Log Out

Knowledge Management

Search...

Welcome Data

Peraturan Permainan

Contact Center

Candra — 081218885842

Indonesia

f t i g w e

Data Ticketing

Detail Polis Number

History Ticketing

Channel Information

Instan Note

Customer Question

B I S | Ix | 1= :≡ | ≡≡ ≡≡ | ” | ≡≡ ≡≡

Gaya | Bentuk

Agent Response

B I S | Ix | 1= :≡ | ≡≡ ≡≡ | ” | ≡≡ ≡≡

Gaya | Bentuk

Attachment

Cancel

Save

Requester

Candra

Date of Transaction

04/07/2023

Product Type

Inbranch

Product Name

Inbranch 1

Ticket Channel

call

Category

Inquiry

Enquiry Type

Produk

Enquiry Detail

All

Problem

Informasi Produk

Ticket Status

Open



