Sheet workflow
BixoService

Requestor

- Service call
- Accept completed work — NO: RETURN ON TICKET — YES

Customer Contact Centre (3C)

Create ticket
- identify caller
- research open tickets
- establish priority level
- create or follow-up on ticket
- client confirmation process

RETURN ON TICKET

Dispatch request
- identify responsible collaborator
- verify sector and location
- identify required competencies
- verify schedule and shifts
- verify replacements
- select transmission mode
- verify transmission timing

Follow-up on ticket
- follow-up on advancement
- consolidate requests
- transfer of responsibilities
- escalation

- Modification
- Transfer to new collaborator
- New request to same collaborator
- New request in same sector
- Retransmit dispatch request

Confirm end of work order

Close ticket

Client satisfaction survey

END

Collaborator (Technician/partner)

Confirm reception of ticket — NO
- confirmation and estimated time on stie
- parts or equipment to order
- delegate internally
- transfer to other tradesperson
YES

Complete & confirm work order