



Service Administration

ADITO Software GmbH

As of Version 2026.10.0 | October 2026





Screenshots

The UX design of ADITO is continuously optimised for you. Therefore, there may be deviations in the screenshots.

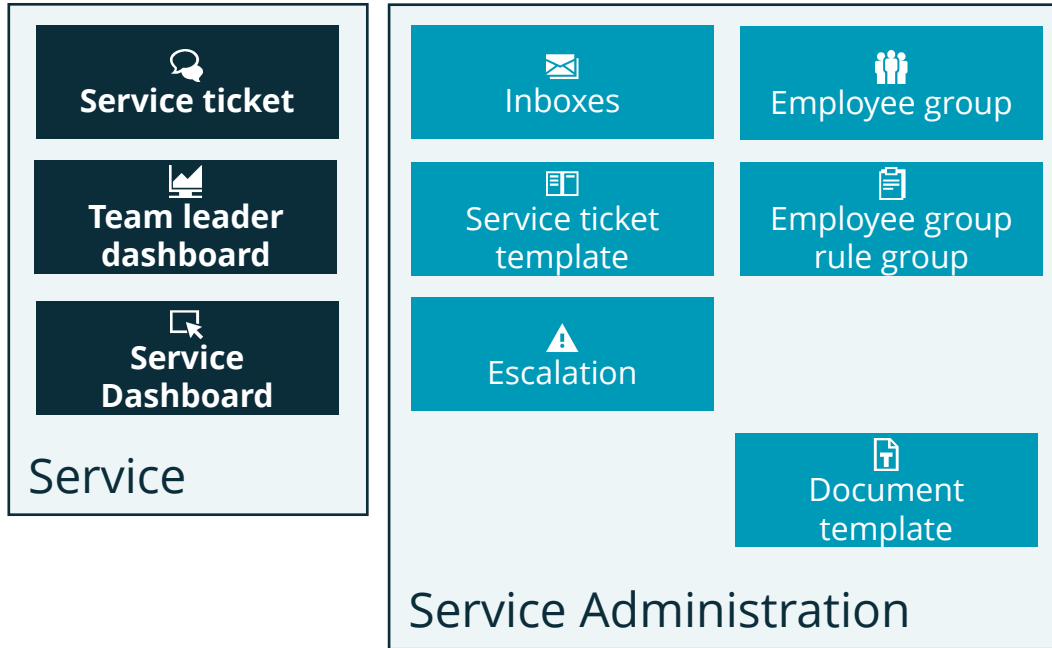


Agenda

Service Administration

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Menu groups „Service“ und „Service Administration“

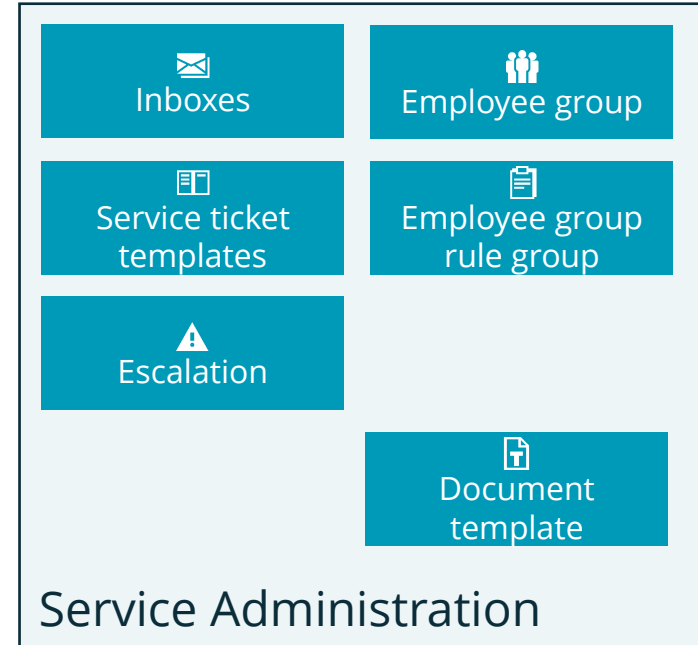


■ Regularly used by users

■ To be created in advance by administrator, then occasional adjustments

Menu group „Service Administration“

- **Inboxes:** logical data pools for tickets
 - **Service ticket templates:** Templates for automatic and manual entry of new service tickets
- **Employee group:** Division of service employees into expert groups
 - **Employee group rule group:** Configurations for the assignment of service tickets to service employees
- **Escalation:** Define criteria for automated escalation and create notification template



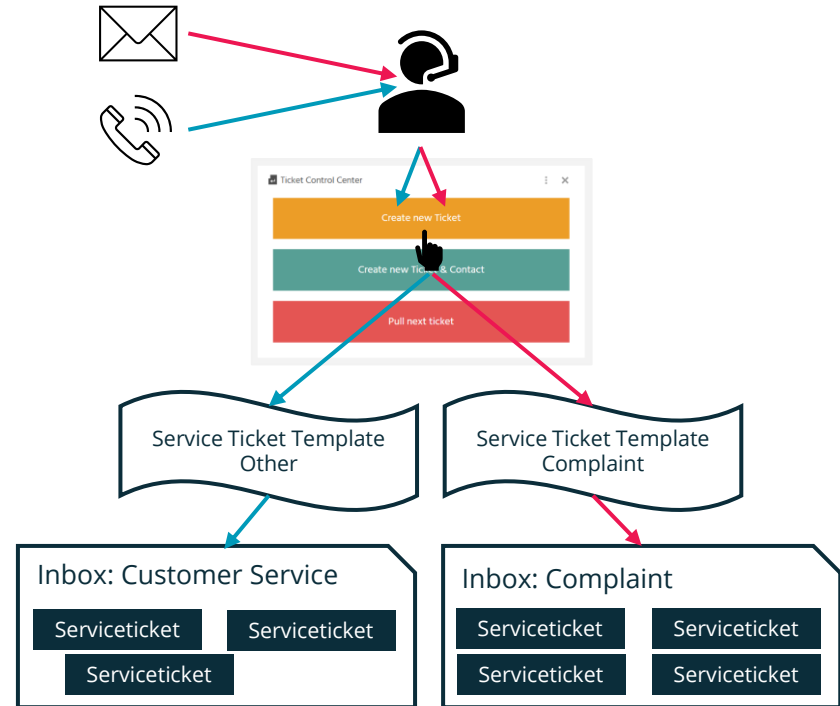
Inbox without mail connection

Create service ticket manually

The service staff receives inquiries, complaints, etc. by telephone, letter, etc. and creates a service ticket.

If a suitable service ticket template exists, the service staff can use this.

The service ticket is assigned to an inbox by the selected service ticket template or by manual selection by the user.



Inbox with mail connection

Service ticket is created automatically

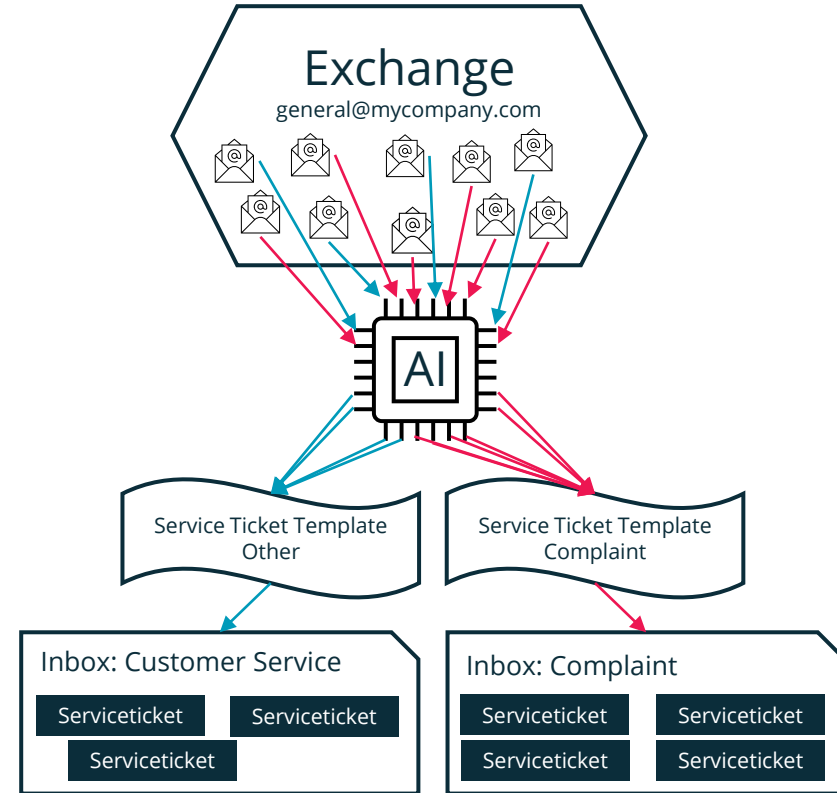
Enquiries, complaints, etc. are received by E-Mail on the Exchange server.

The AI searches for a suitable service ticket template and creates a service ticket using the service ticket template it finds. If the AI process fails, the default ticket template stored in the mailbox where the email was received is used.

The service ticket is assigned to the inbox specified in the service ticket template.



If a ticket number is found in the email subject line, no new ticket is created; instead, an activity containing the incoming email is added to the existing service ticket.

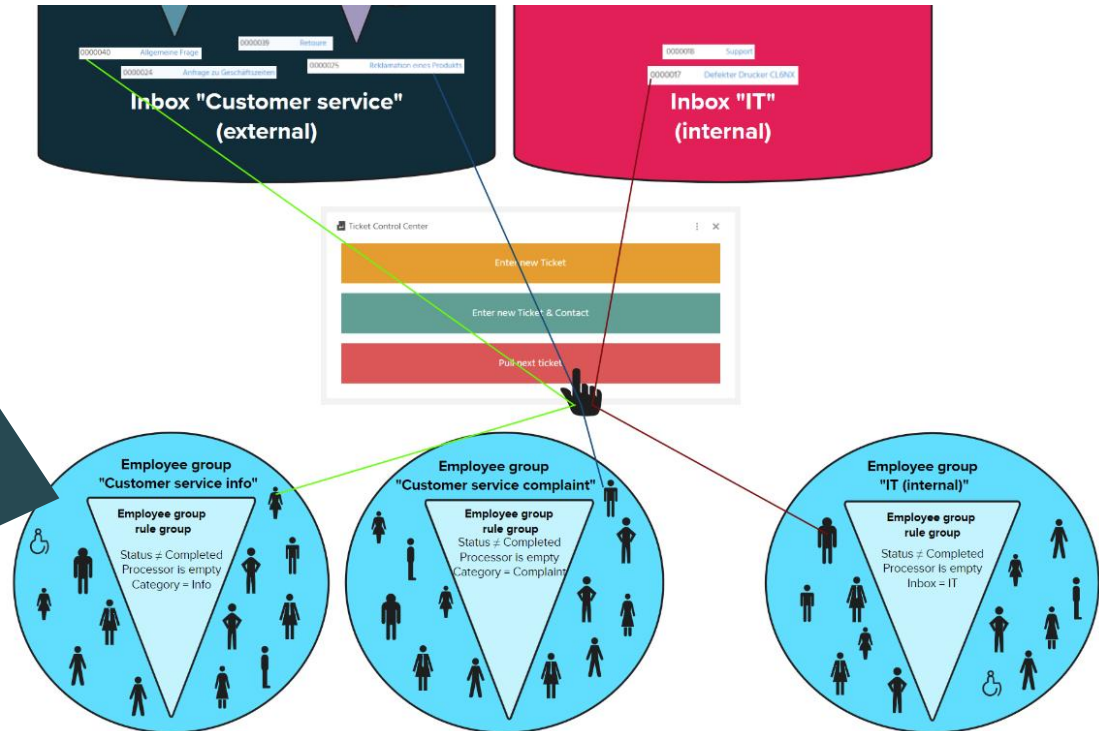


Ticket processing

Pull next ticket

You use employee groups and employee group rule groups to **configure which service tickets a user can pull** using the “Pull next ticket” button.

To do this, assign employees to the employee groups who are responsible for processing service tickets. **Use the employee group rule groups to define which tickets the employees are allowed to pull.** To do this, assign the employee group rule groups to the employee groups.





Service ticket template

Service ticket template



What are service ticket templates needed for?

For example, the fields “Inbox”, “Category”, “Priority” and “Status” are predefined in the service ticket template.

Manually created service tickets

If the template is selected when creating a service ticket, the values defined in the template are transferred to the fields of the service ticket.

Automatically created service tickets

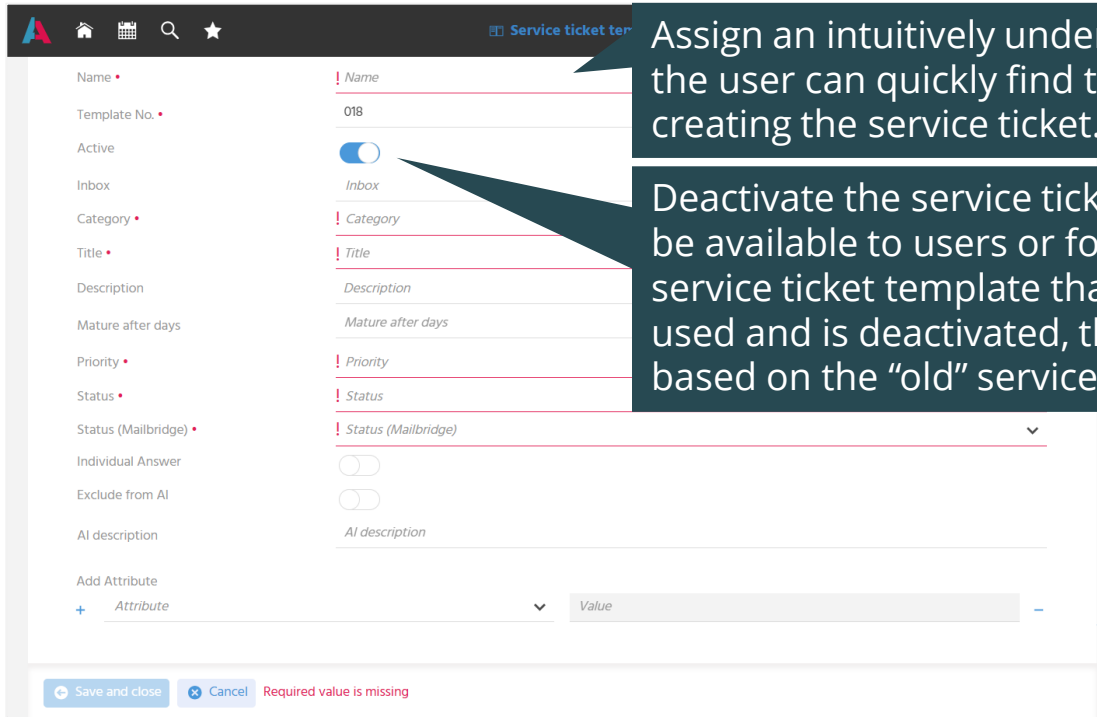
For automatically generated service tickets, the service ticket templates and the incoming E-Mail including attachments are transferred to the LLM in a prompt. The AI checks the subject, content and attachments* of the E-Mail and sees which description/title of a template best matches it. The LLM then delivers this template to the Mailbridge, which uses it to create a service ticket.

* Only attachments containing text content (common file types such as pdf, txt, docx) are taken into account. Attachments that do not contain text, as well as images in attachments, are not taken into account by the AI.



Service ticket template

Create service ticket template (1/5)

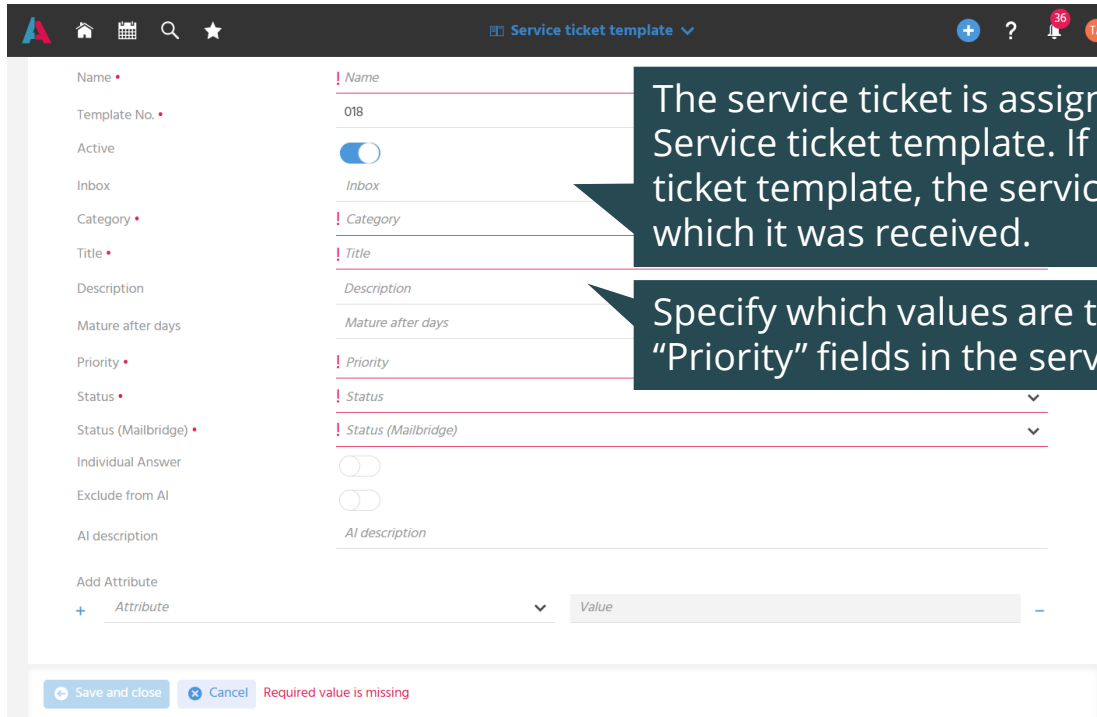


Assign an intuitively understandable, meaningful name so that the user can quickly find the right service ticket template when creating the service ticket.

Deactivate the service ticket template if you do not want it to be available to users or for automatic ticket creation. If a service ticket template that is already in use is no longer to be used and is deactivated, this has no effect on service tickets based on the "old" service ticket templates.

Service ticket template

Create service ticket template (2/5)



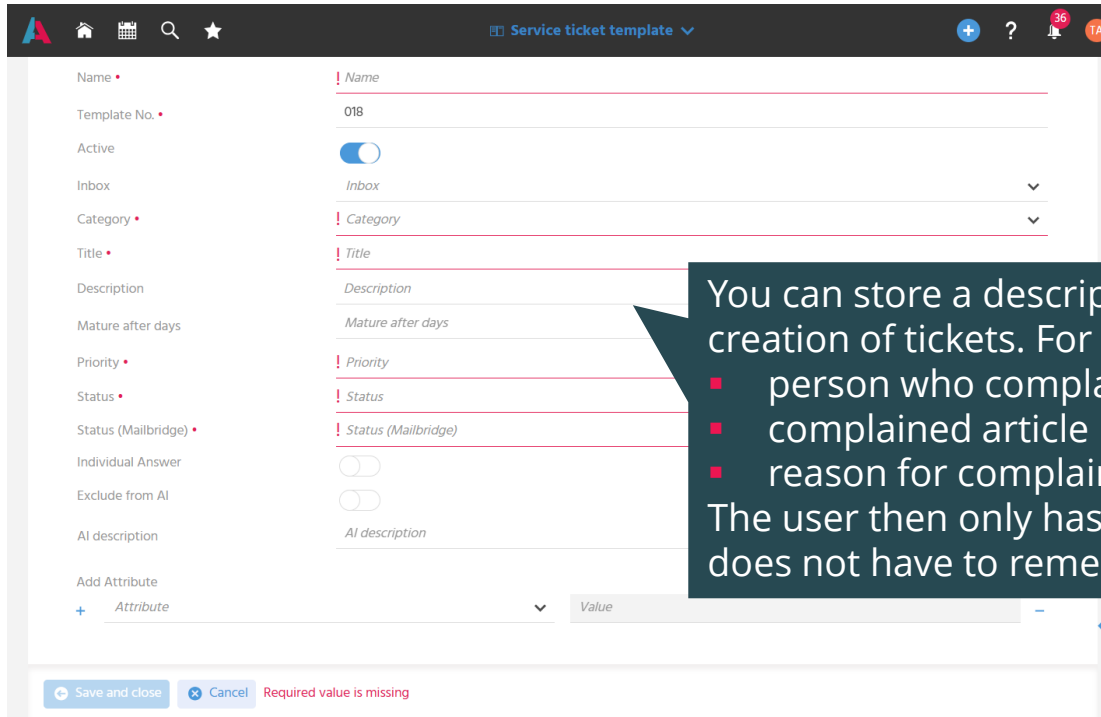
The screenshot shows the 'Create service ticket template' form in the ADITO application. The form is divided into a left sidebar with a list of fields and a main configuration area. The fields are: Name, Template No., Active, Inbox, Category, Title, Description, Mature after days, Priority, Status, Status (Mailbridge), Individual Answer, Exclude from AI, AI description, and Add Attribute. The main configuration area shows the settings for each field. Fields marked with a red exclamation mark (!) are required. The 'Name' field is required and has the value '018'. The 'Category' field is required and is empty. The 'Title' field is required and is empty. The 'Priority' field is required and is empty. The 'Status' field is required and has a dropdown menu. The 'Status (Mailbridge)' field is required and has a dropdown menu. The 'Individual Answer' field is a toggle switch. The 'Exclude from AI' field is a toggle switch. The 'AI description' field is empty. The 'Add Attribute' section has a '+' button, a text input for 'Attribute', a dropdown menu, a text input for 'Value', and a '-' button. At the bottom, there are buttons for 'Save and close', 'Cancel', and a red error message 'Required value is missing'.

The service ticket is assigned to the inbox specified in the Service ticket template. If no inbox is specified in a Service ticket template, the service ticket remains in the inbox into which it was received.

Specify which values are to be set in the "Category", "Title" and "Priority" fields in the service ticket when this template is used.

Service ticket template

Create service ticket template (2/5)



Service ticket template

Name • ! Name

Template No. • 018

Active ☒

Inbox Inbox

Category • ! Category

Title • ! Title

Description Description

Mature after days Mature after days

Priority • ! Priority

Status • ! Status

Status (Mailbridge) • ! Status (Mailbridge)

Individual Answer ☐

Exclude from AI ☐

AI description AI description

Add Attribute

+ Attribute Value -

Save and close Cancel Required value is missing

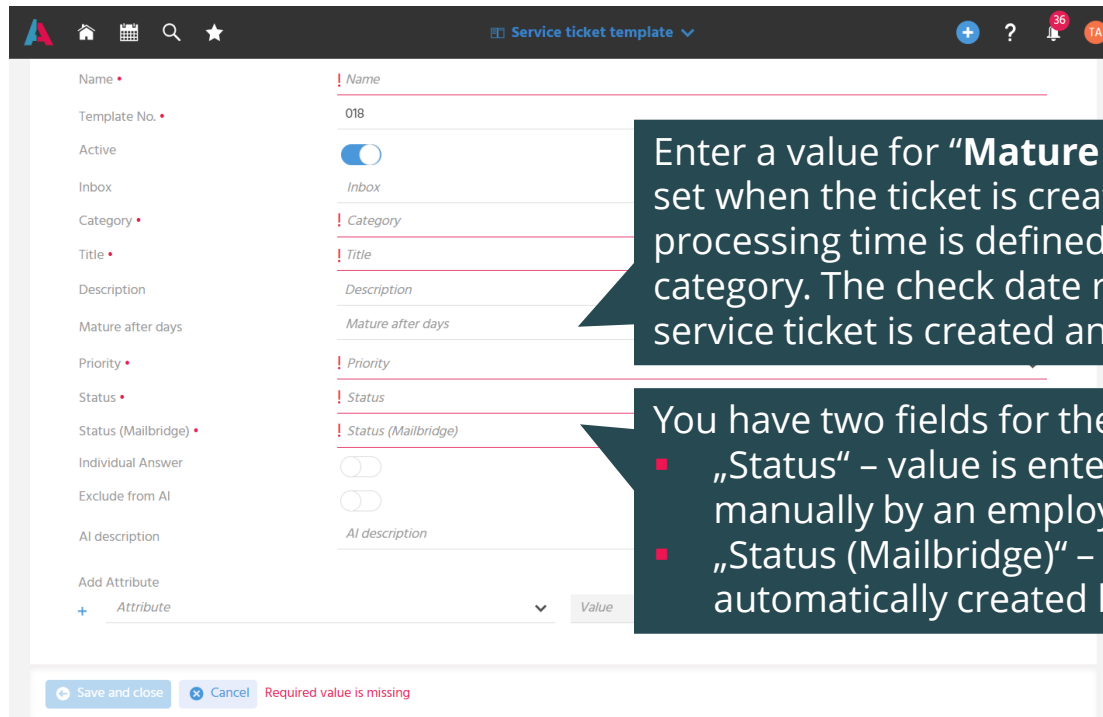
You can store a description that further standardizes the creation of tickets. For complaints, for example

- person who complains
- complained article
- reason for complaint

The user then only has to add the required information, but does not have to remember to ask for it himself.

Service ticket template

Create service ticket template (3/5)



Service ticket template

Name • ! Name

Template No. • 018

Active ☒

Inbox Inbox

Category • ! Category

Title • ! Title

Description Description

Mature after days Mature after days

Priority • ! Priority

Status • ! Status

Status (Mailbridge) • ! Status (Mailbridge)

Individual Answer ☐

Exclude from AI ☐

AI description AI description

Add Attribute + Attribute Value

Save and close Cancel Required value is missing

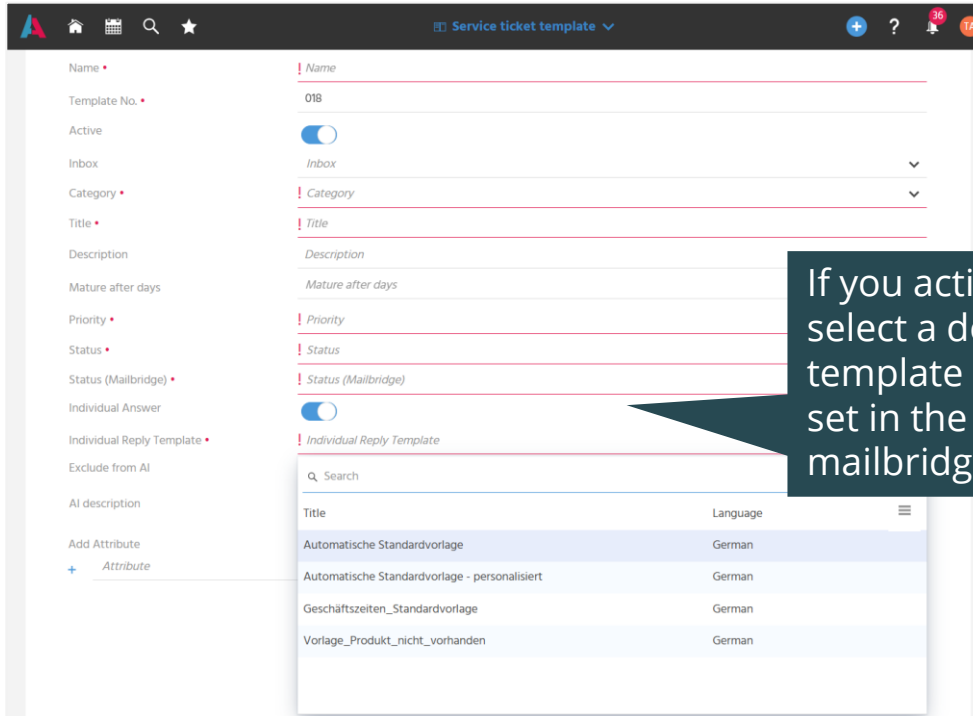
Enter a value for **“Mature after days”** if a check date is to be set when the ticket is created. For example, if a maximum processing time is defined for a service ticket of a certain category. The check date results from the date on which the service ticket is created and the value you enter here.

You have two fields for the **status**:

- „Status” – value is entered if the service ticket is created manually by an employee
- „Status (Mailbridge)” – value is entered if the service ticket is automatically created by the Mailbridge

Service ticket template

Create service ticket template (4/5)



Name
018

Template No.
018

Active ☒

Inbox *Inbox* ▼

Category *Category* ▼

Title *Title*

Description *Description*

Mature after days *Mature after days*

Priority *Priority*

Status *Status*

Status (Mailbridge) *Status (Mailbridge)*

Individual Answer ☒

Individual Reply Template *Individual Reply Template*

Exclude from AI

AI description

Add Attribute

+ Attribute

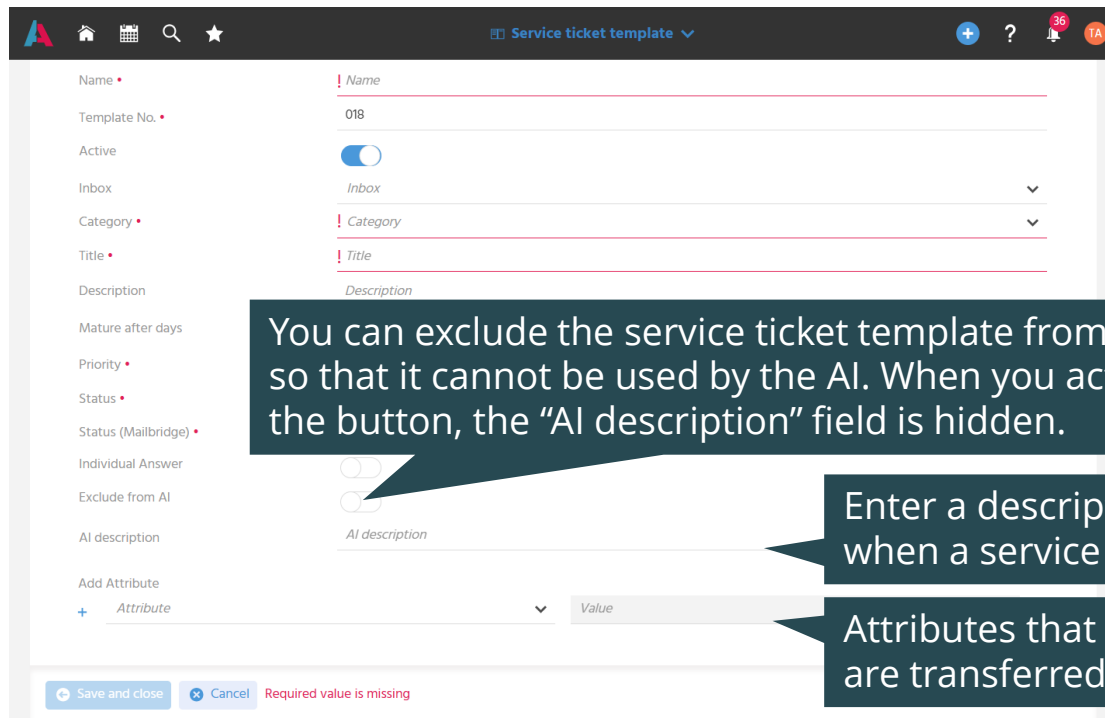
Q Search

Title	Language
Automatische Standardvorlage	German
Automatische Standardvorlage - personalisiert	German
Geschäftszeiten_Standardvorlage	German
Vorlage_Produkt_nicht_vorhanden	German

If you activate the “Individual answer” button, you can select a document template. The selected document template is sent instead of the automatic reply email set in the inbox when a service ticket is created via the mailbridge with this service ticket template.

Service ticket template

Create service ticket template (5/5)



The screenshot shows the 'Create service ticket template' form in the ADITO system. The form is titled 'Service ticket template' and includes a dropdown menu for 'Service ticket template'. The form fields are as follows:

- Name:
- Template No.:
- Active: ☒
- Inbox:
- Category:
- Title:
- Description:
- Mature after days:
- Priority:
- Status:
- Status (Mailbridge):
- Individual Answer:
- Exclude from AI:
- AI description:
- Add Attribute:

At the bottom of the form, there are three buttons: 'Save and close', 'Cancel', and 'Required value is missing'.

You can exclude the service ticket template from the AI so that it cannot be used by the AI. When you activate the button, the "AI description" field is hidden.

Enter a description that will be checked by the AI when a service ticket is automatically created.

Attributes that you add in the service ticket template are transferred to the service ticket.



Inboxes

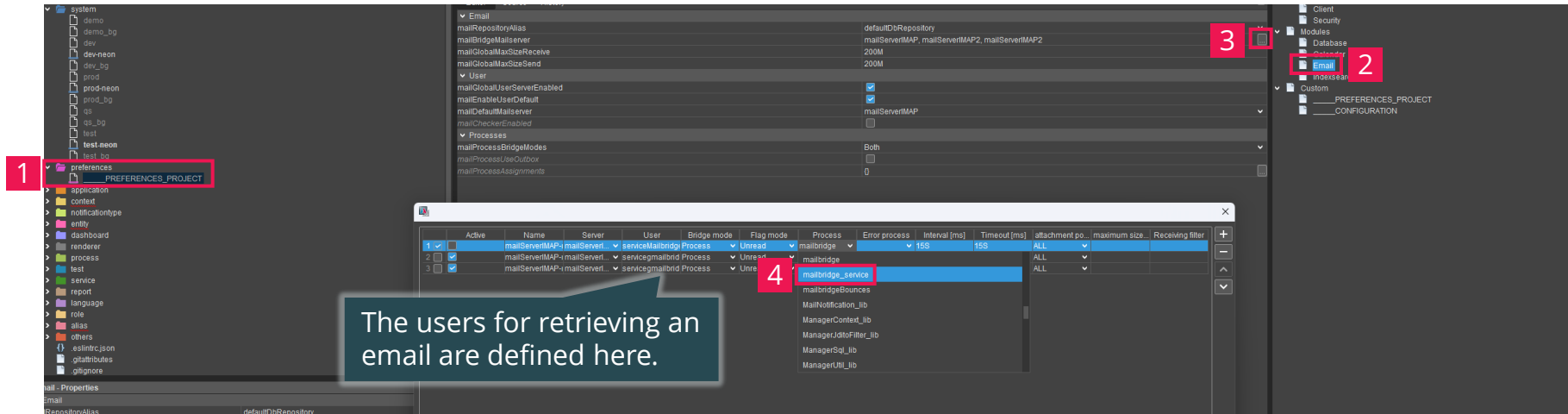
Inboxes with and without mail connections

- **Inbox without mail connection** – Logical data pool to which service tickets can be assigned. Inboxes without a mail connection are used when **service tickets** are **created purely manually**, i.e. by the user. In this case, the inbox is only used to structure the tickets.
- **Inbox with mail connection** – Logical data pool in which emails collected via the mailbridge are stored as a service ticket.

The following configuration options are available for inboxes:

- Setting to automatically **reopen** a service ticket.
- **Assignment of e-mail addresses**, with reply template, signature and a service ticket template which is used when the AI process fails.
- Assignment of **extended connections**, e.g. for processing fax messages or answering machine messages from a telephone system.

Exkursus Mailbridge-Configuration



The screenshot shows the ADITO configuration interface. On the left, a tree view shows the project structure with 'preferences' and 'PREFERENCES_PROJECT' highlighted. In the center, a table lists various services and processes. A callout box points to the 'mailbridge_service' entry in the 'Process' column. On the right, a sidebar shows the 'Email' module selected under 'Modules'.

1 Mark „PREFERENCES_PROJEKT“

2 Mark „Email“

3 Open the corresponding overlay via the 3-dot button at „mailBridgeMailserver“

4 Select „mailbridge_service“ in the „Process“ column

The users for retrieving an email are defined here.

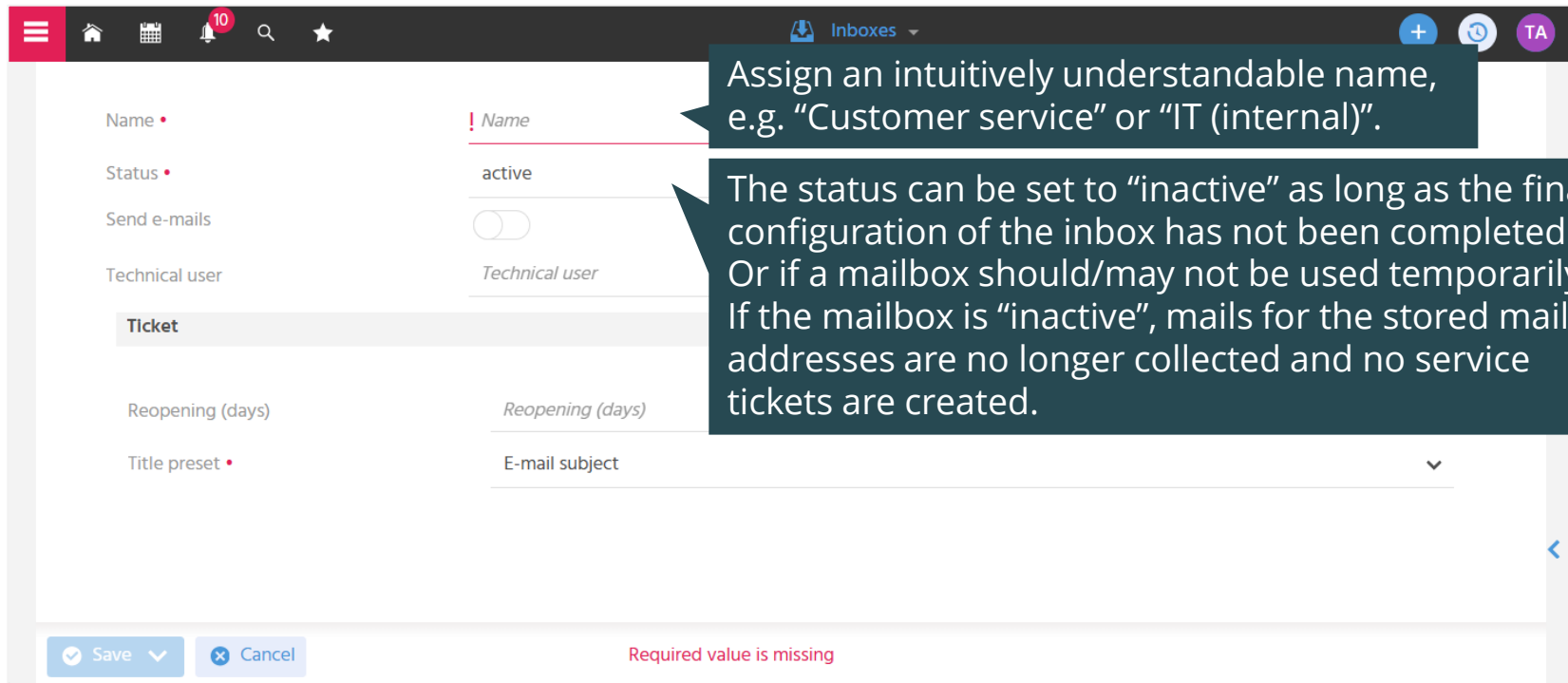
- 1 Mark „PREFERENCES_PROJEKT“
- 2 Mark „Email“
- 3 Open the corresponding overlay via the 3-dot button at „mailBridgeMailserver“
- 4 Select „mailbridge_service“ in the „Process“ column



Basic information on the mail bridge can be found in AID 019 “Mailbridge”

Inboxes

Create inbox



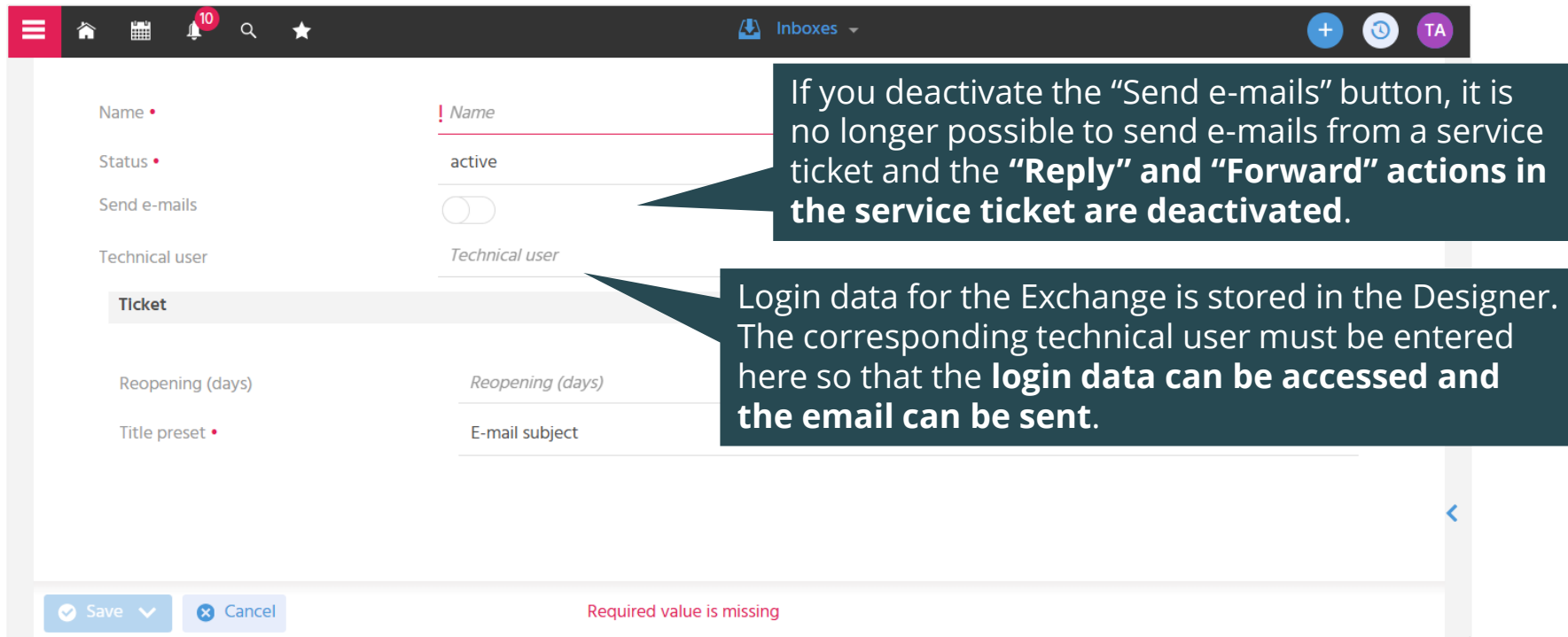
The screenshot shows the 'Create inbox' form in the ADITO application. The form is titled 'Inboxes' and has a dark header bar with navigation icons. The form fields are as follows:

- Name:** A text input field with a red exclamation mark icon and the text '! Name'. A callout bubble points to this field with the text: 'Assign an intuitively understandable name, e.g. "Customer service" or "IT (internal)".'
- Status:** A dropdown menu with the value 'active'. A callout bubble points to this field with the text: 'The status can be set to "inactive" as long as the final configuration of the inbox has not been completed. Or if a mailbox should/may not be used temporarily. If the mailbox is "inactive", mails for the stored mail addresses are no longer collected and no service tickets are created.'
- Send e-mails:** A toggle switch.
- Technical user:** A text input field with the value 'Technical user'.
- Ticket:** A dropdown menu with the value 'Ticket'.
- Reopening (days):** A text input field with the value 'Reopening (days)'.
- Title preset:** A dropdown menu with the value 'E-mail subject'.

At the bottom of the form, there are two buttons: 'Save' and 'Cancel'. A red error message 'Required value is missing' is displayed below the buttons.

Inboxes

Create inbox



! Name

active

Send e-mails

Technical user

Ticket

Reopening (days)

E-mail subject

Save

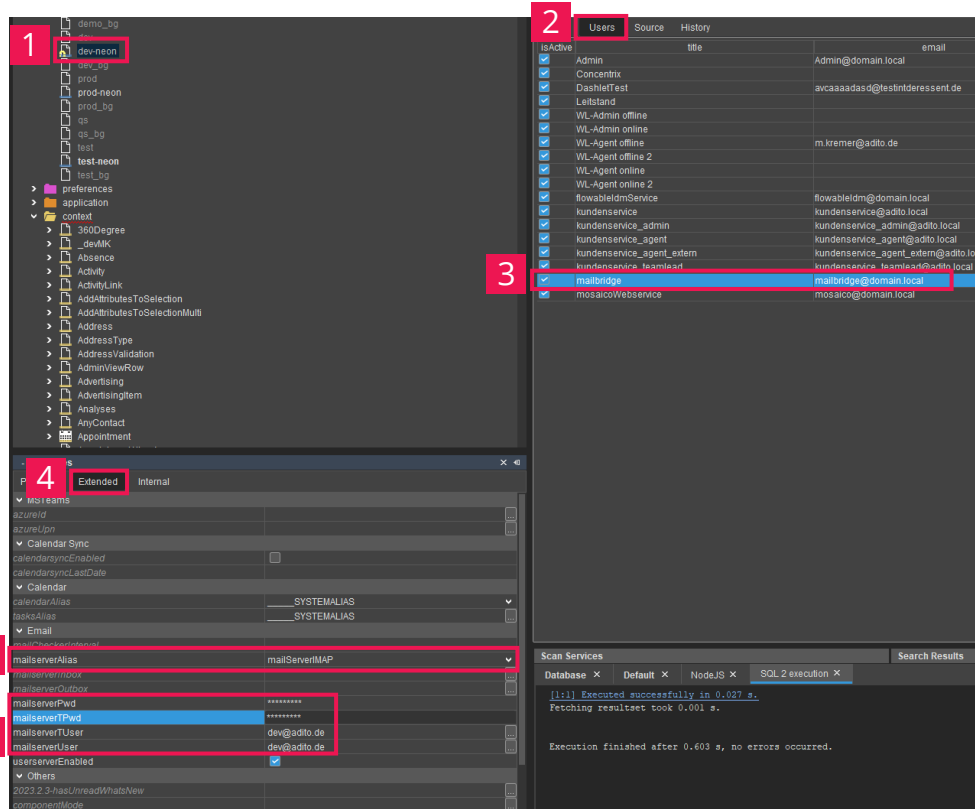
Cancel

Required value is missing

If you deactivate the "Send e-mails" button, it is no longer possible to send e-mails from a service ticket and the "Reply" and "Forward" actions in the service ticket are deactivated.

Login data for the Exchange is stored in the Designer. The corresponding technical user must be entered here so that the login data can be accessed and the email can be sent.

Exkursus Configuration „Technical user“



The screenshot shows the ADITO configuration interface with the following steps highlighted:

1. Select the user **dev-neon** in the left sidebar.
2. Switch to the **Users** tab in the top navigation bar.
3. Mark the user **mailbridge** in the user list.
4. Select the **Extended** tab in the user properties area.
5. Select the **mailServerAlias** property and set it to **mailServer@P**.
6. Select the **mailServerUser** property and set it to **dev@adito.de**.

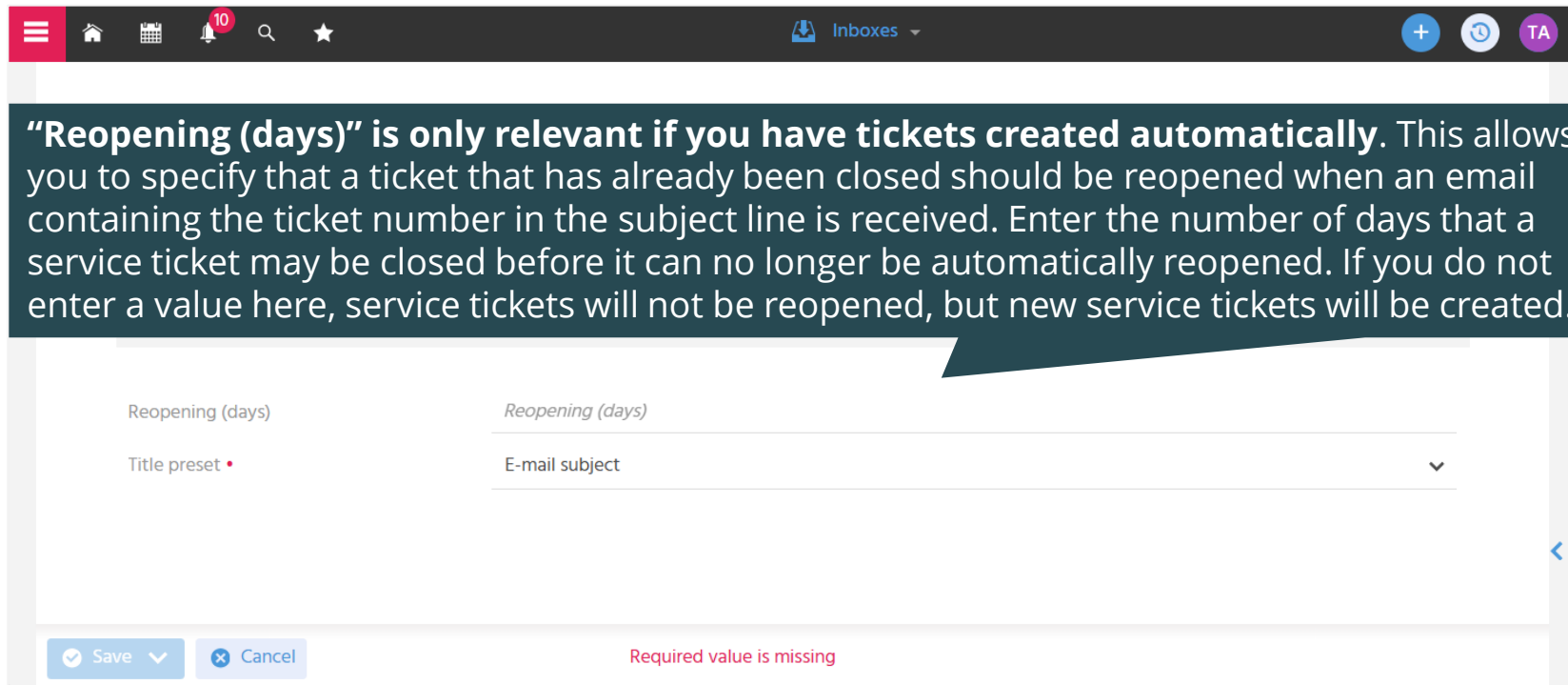
Proceed as follows to store the e-mail server at the user to be used for sending e-mails :

- 1 Choose system
- 2 Switch to the tab „Users“
- 3 Mark user „mailbridge“ (or other User)
- 4 Select the „Extended“ tab in the „Properties“ area
- 5 Select the server from which the email is collected
- 6 Login data: Password, Email



Basic information on the mail bridge can be found in AID 019 “Mailbridge”

Create inbox



“Reopening (days)” is only relevant if you have tickets created automatically. This allows you to specify that a ticket that has already been closed should be reopened when an email containing the ticket number in the subject line is received. Enter the number of days that a service ticket may be closed before it can no longer be automatically reopened. If you do not enter a value here, service tickets will not be reopened, but new service tickets will be created.

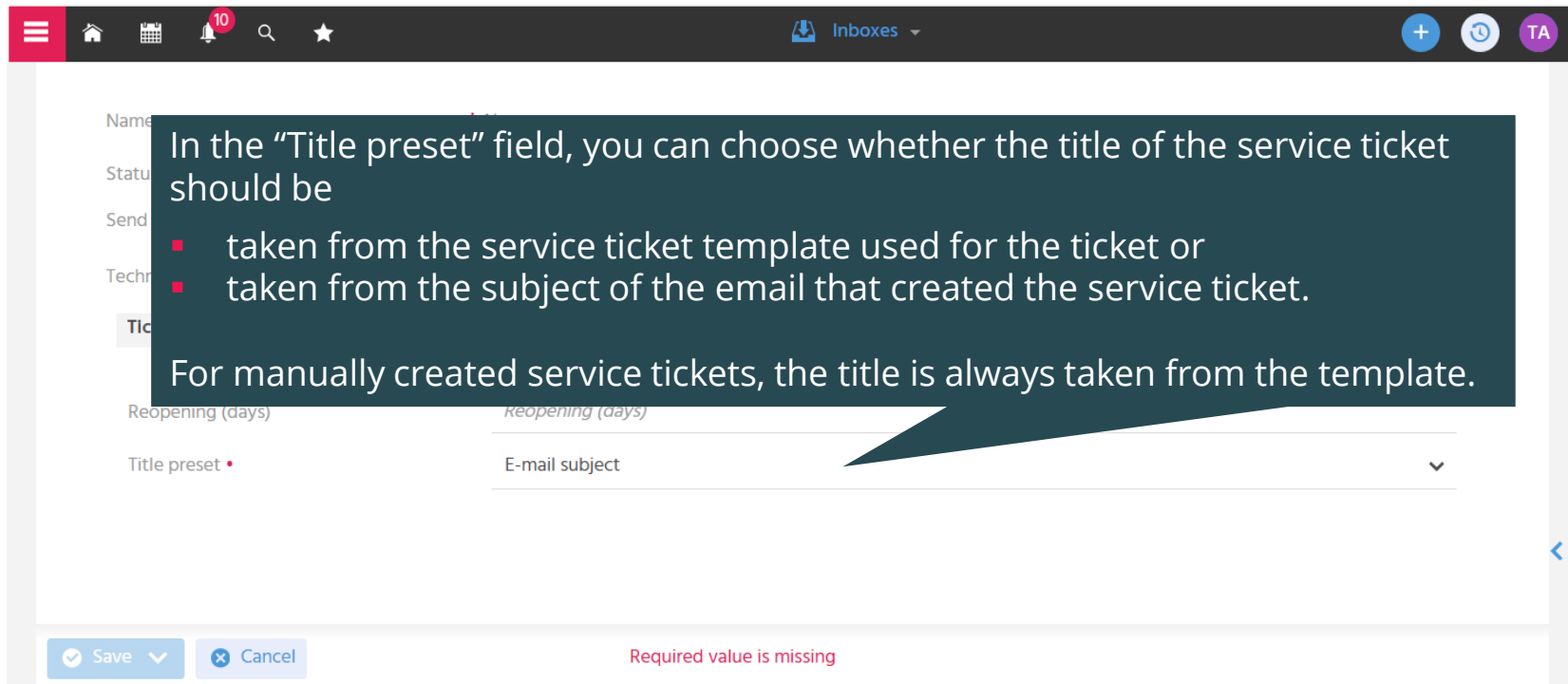
Reopening (days)	
Title preset •	E-mail subject

Save

Cancel

Required value is missing

Create inbox



In the "Title preset" field, you can choose whether the title of the service ticket should be

- taken from the service ticket template used for the ticket or
- taken from the subject of the email that created the service ticket.

For manually created service tickets, the title is always taken from the template.

Reopening (days) *Reopening (days)*

Title preset • E-mail subject

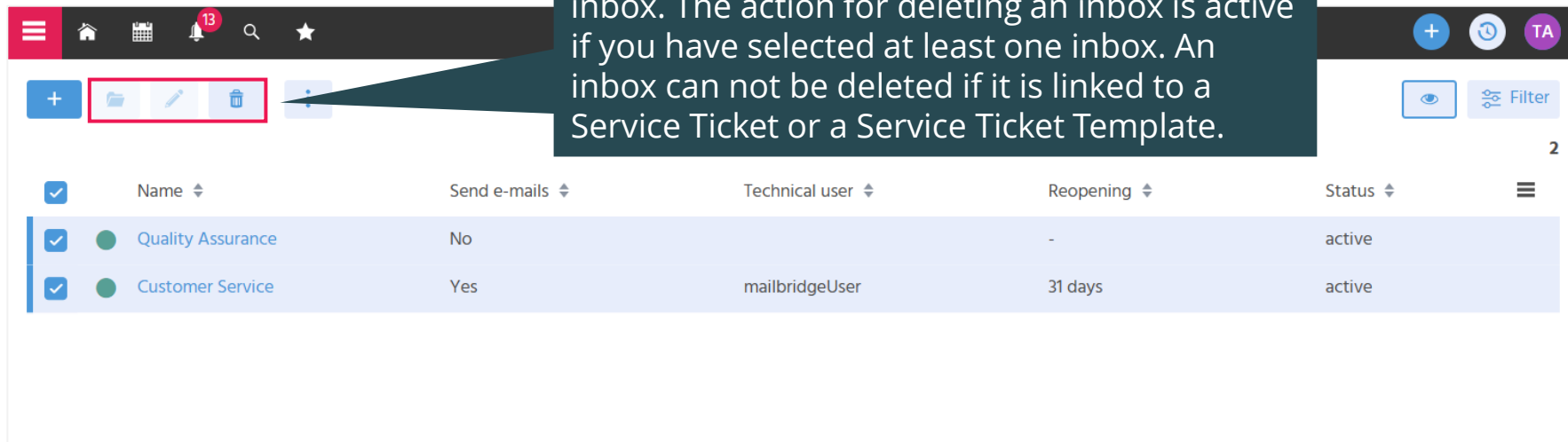
Save Cancel

Required value is missing

Inboxes

Opening, editing or deleting an inbox

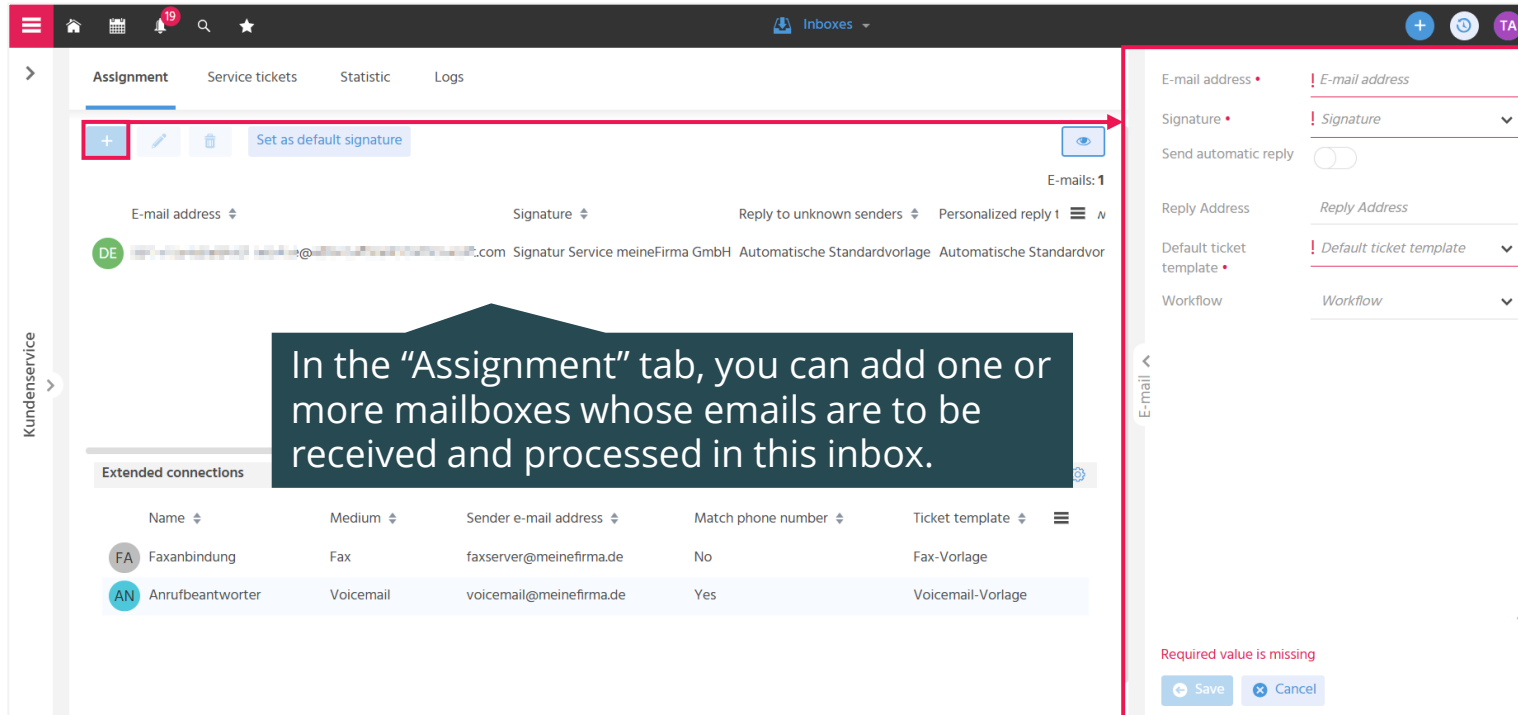
The actions for opening or editing an inbox are only active if you have selected exactly one inbox. The action for deleting an inbox is active if you have selected at least one inbox. An inbox can not be deleted if it is linked to a Service Ticket or a Service Ticket Template.



☒	Name	Send e-mails	Technical user	Reopening	Status
☒	Quality Assurance	No		-	active
☒	Customer Service	Yes	mailbridgeUser	31 days	active

Inbox with mail connection

Tab "Assignment" – Assignment of mailboxes



In the "Assignment" tab, you can add one or more mailboxes whose emails are to be received and processed in this inbox.

Assignment | Service tickets | Statistic | Logs

E-mails: 1

E-mail address • ! E-mail address

Signature • ! Signature

Send automatic reply ☐

Reply Address Reply Address

Default ticket template • ! Default ticket template

Workflow Workflow

Required value is missing

Save Cancel

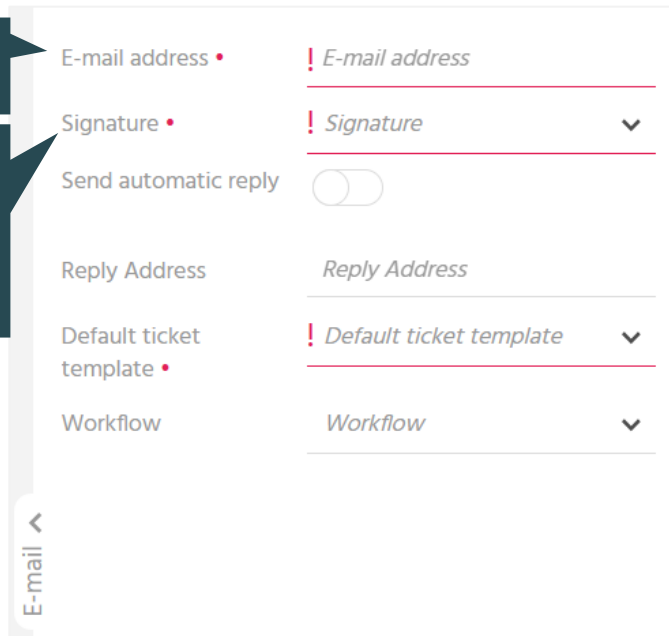
Name	Medium	Sender e-mail address	Match phone number	Ticket template
FA Faxanbindung	Fax	faxserver@meinefirma.de	No	Fax-Vorlage
AN Anrufbeantworter	Voicemail	voicemail@meinefirma.de	Yes	Voicemail-Vorlage

Inbox with mail connection

Tab "Assignment" – Assignment of mailboxes

Service tickets are **automatically created** for emails sent to this email address.

Select the signature to be used when emails are sent from this mailbox (automatically or manually triggered). As a rule, the same signature is used for all mailboxes, but different signatures can also be used. Example: You manage the service on behalf of your customers. You therefore need a separate signature for each customer.

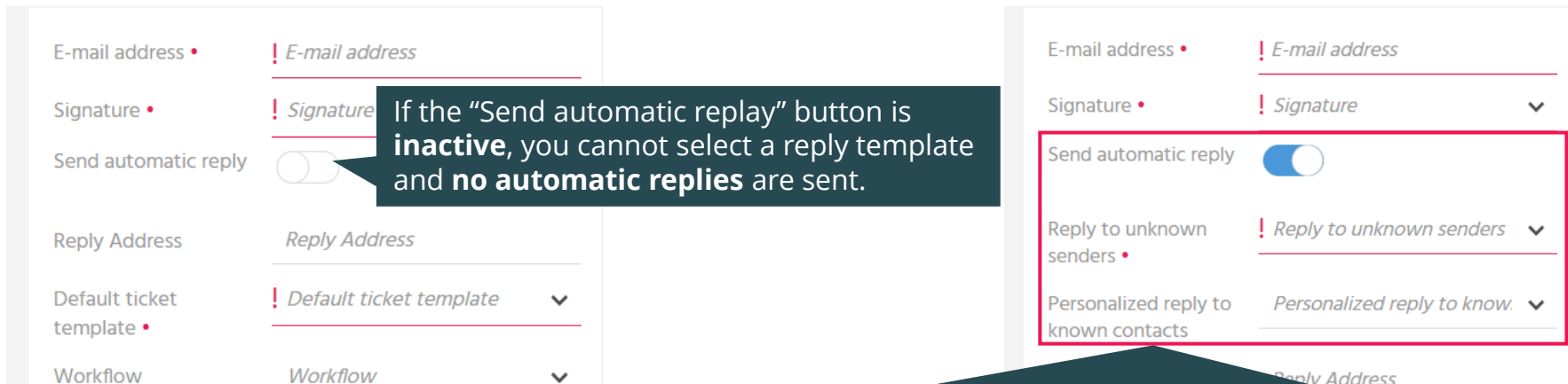


E-mail address •	! E-mail address
Signature •	! Signature ▼
Send automatic reply	☐
Reply Address	Reply Address
Default ticket template •	! Default ticket template ▼
Workflow	Workflow ▼

E-mail <

Inbox with mail connection

Tab “Assignment” – Assignment of mailboxes



E-mail address • ! E-mail address

Signature • ! Signature

Send automatic reply ☐

Reply Address Reply Address

Default ticket template • ! Default ticket template ▼

Workflow Workflow ▼

E-mail address • ! E-mail address

Signature • ! Signature ▼

Send automatic reply ☒

Reply to unknown senders • ! Reply to unknown senders ▼

Personalized reply to known contacts Personalized reply to known contacts ▼

Reply Address

If the “Send answer” button is **active**, a reply E-mail is automatically sent when an E-mail is received. The template selected for “**Reply to unknown senders**” is used

- when the E-mail cannot be assigned to a contact
- when the E-mail can be assigned to a contact, but no “Personalized reply to known contacts” template was chosen.

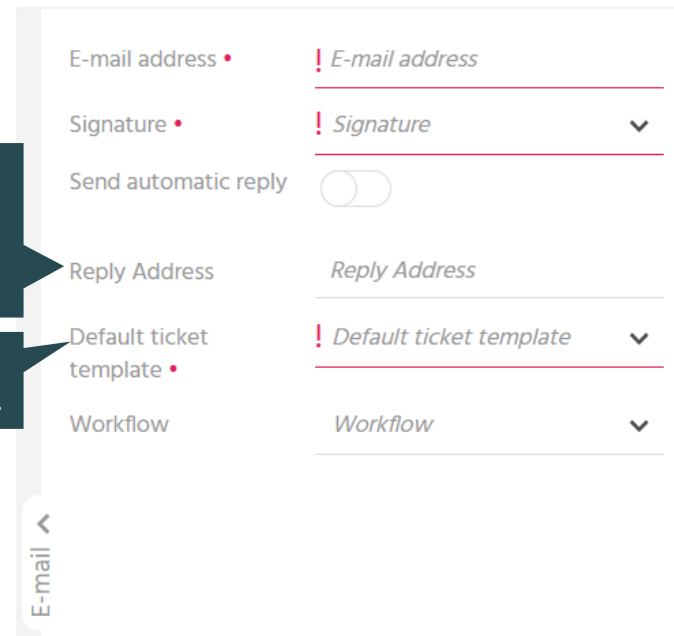
The template selected for “**Personalized reply to known contacts**” is used when the E-mail can be assigned to a contact. Use a reply template with a contact placeholder here, so that the requester is addressed individually right from the first contact.

Inbox with mail connection

Tab "Assignment" – Assignment of mailboxes

You can **define a replay address** (e-mail address) that will be displayed as the sender address for e-mails you send. If you do not enter an answer address, the e-mail address in which the e-mail to which you are replying was received is automatically used.

Select a **default ticket template** that is used to create service tickets if no service ticket template can be determined by the AI.



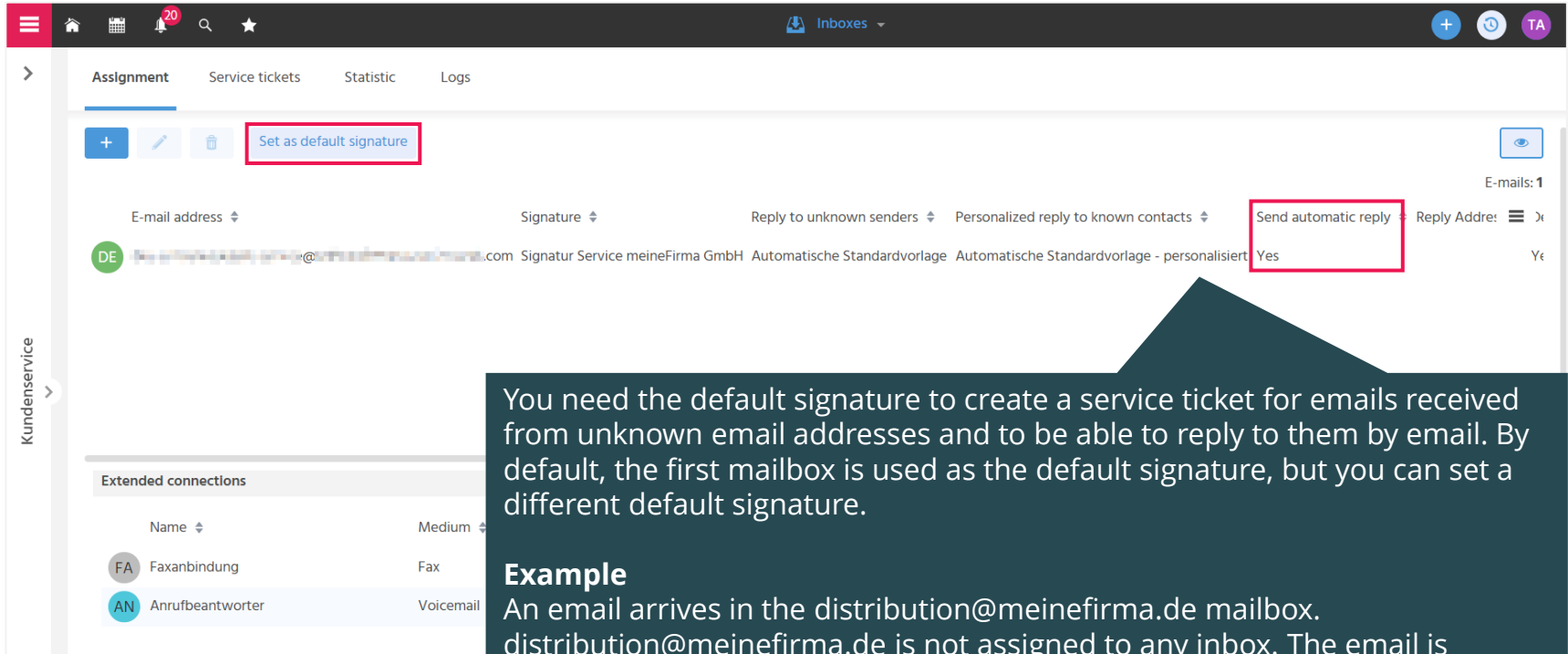
The screenshot displays the 'Assignment' tab for mailbox configuration. It includes the following fields and controls:

- E-mail address**: A text input field with a red exclamation mark icon and the placeholder text 'E-mail address'.
- Signature**: A text input field with a red exclamation mark icon, the placeholder text 'Signature', and a dropdown arrow icon.
- Send automatic reply**: A toggle switch currently in the 'off' position.
- Reply Address**: A text input field with the placeholder text 'Reply Address'.
- Default ticket template**: A text input field with a red exclamation mark icon, the placeholder text 'Default ticket template', and a dropdown arrow icon.
- Workflow**: A text input field with the placeholder text 'Workflow' and a dropdown arrow icon.

At the bottom left of the form, there is a vertical label 'E-mail' next to a left-pointing arrow icon.

Inbox with mail connection

Tab "Assignment" – Set default signature



The screenshot shows the 'Assignment' tab in the ADITO interface. A red box highlights the 'Set as default signature' button. Another red box highlights the 'Send automatic reply' dropdown menu, which is currently set to 'Yes'. The interface also displays a table of extended connections with columns for Name and Medium.

Name	Medium
FA Faxanbindung	Fax
AN Anrufbeantworter	Voicemail

You need the default signature to create a service ticket for emails received from unknown email addresses and to be able to reply to them by email. By default, the first mailbox is used as the default signature, but you can set a different default signature.

Example

An email arrives in the `distribution@meinefirma.de` mailbox. `distribution@meinefirma.de` is not assigned to any inbox. The email is therefore automatically assigned to the `support@meinefirma.de` mailbox.

Tab "Assignment" – Extended connections

Customer Service

Assignment Control editor Service tickets Statistic Logs

+ Edit Set as default signature E-mails: 2

E-mail address Signature MailService_mailSignature.reply.tei MailService_mailSignature.rep

DE [redacted]@meinefirma.de Signatur Service meineFirma GmbH Automatische Standardvorlage Standard_AUTO_antwort Yes

CU customerservice@meinefirma.de

In addition to "classic e-mails", fax messages or voicemails can also be automatically created as service tickets.

Extended connections

+ Edit

Extended connections: 2

Name	Medium	Sender e-mail address	Match phone number	Ticket template
FA Faxanbindung	Fax	faxserver@meinefirma.de	No	Fax-Vorlage
AN Anrufbeantworter	Voicemail	voicemail@meinefirma.de	Yes	Voicemail-Vorlage

Extended connection

Name • ! Name

Medium • ! Medium

Sender e-mail address • ! Sender e-mail address

Match phone number ☐

Ticket template Ticket template

Required value is missing

Save Cancel

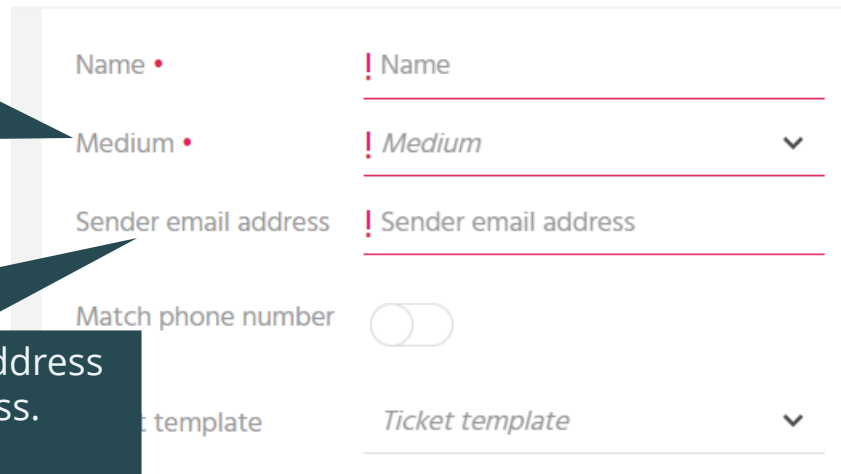
Tab “Assignment” – Extended connections

In the **“Medium” field**, select the value that should be used when a service ticket is created. If, for example, the service ticket should not state that it was created from a fax, you can enter “E-Mail” here.

In the Sender email address field, enter the email address that the selected medium uses as the sender address.

Example

The fax machine sends emails to Mailbridge with the sender address ‘faxserver@meinefirma.de’, which assigns the ticket to the inbox that this sender address was assigned to in the extended connections.



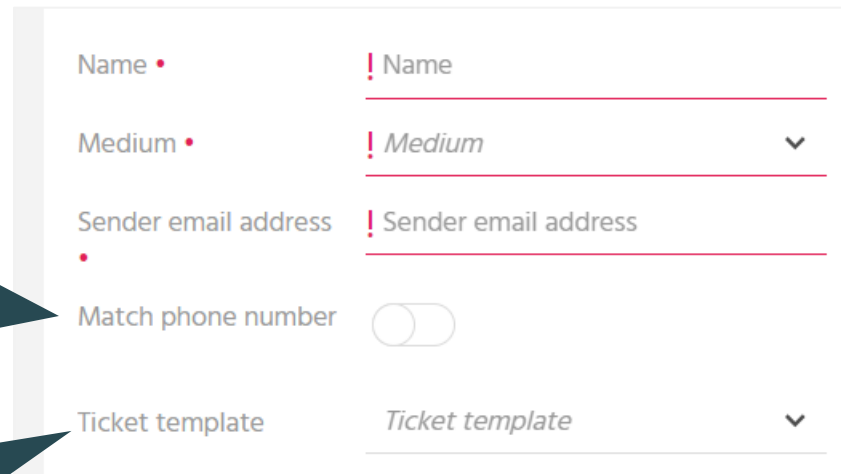
The screenshot shows a form with the following fields:

- Name**: A text input field with a red exclamation mark icon.
- Medium**: A dropdown menu with a red exclamation mark icon and a downward arrow.
- Sender email address**: A text input field with a red exclamation mark icon.
- Match phone number**: A toggle switch.
- Ticket template**: A dropdown menu with a downward arrow.

Tab "Assignment" – Extended connections

To automatically link the service tickets from these messages to contacts, you can activate the "**Match phone number**" button. A process recognizes the phone numbers and matches them with the contacts in the system. Contacts found are linked to the resulting tickets.

Specify which service ticket template is to be used when a service ticket is created via the specified sender address and if no service ticket template can be determined by the AI.

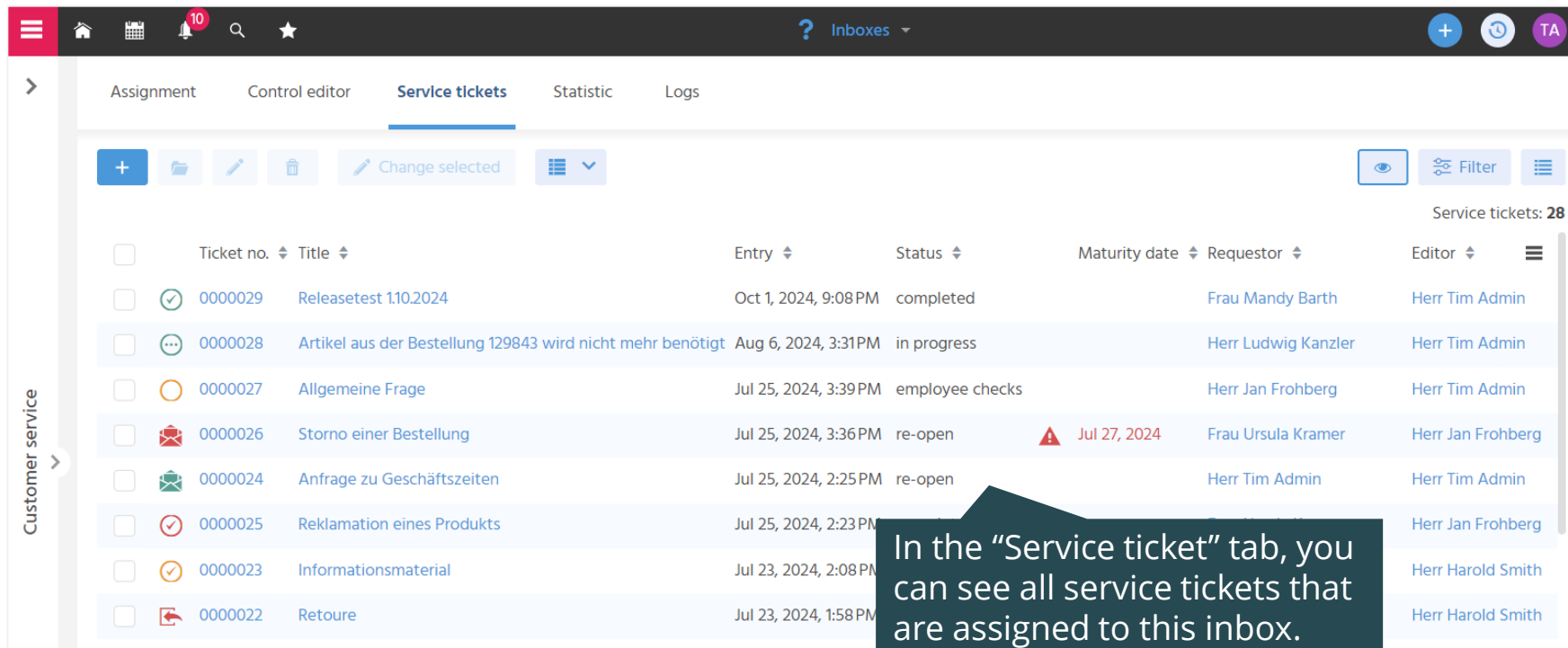


Name •	! Name
Medium •	! Medium ▼
Sender email address •	! Sender email address
Match phone number	☐
Ticket template	Ticket template ▼



In order to use number matching, activation and, if necessary, adjustments in the Designer are required. Please contact your ADITO project manager in this regard.

Tab „Service tickets“ – Overview of all service tickets entered in the inbox

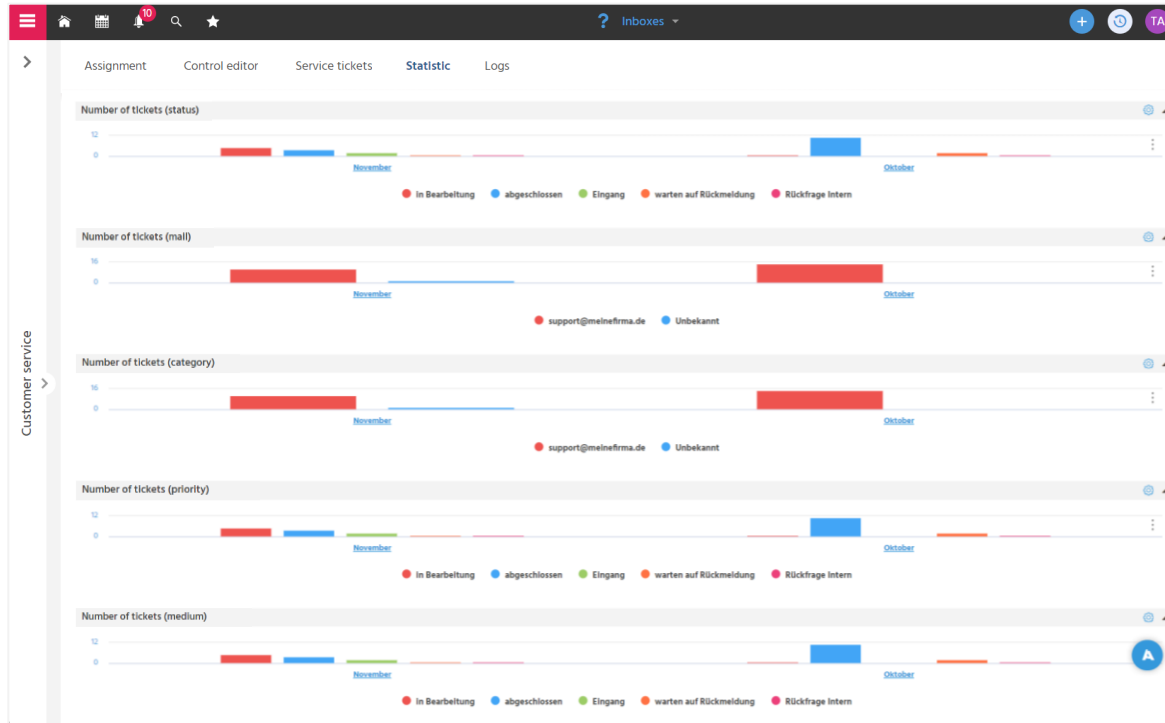


The screenshot shows the 'Service tickets' tab in the ADITO interface. The top navigation bar includes icons for home, calendar, notifications (10), search, and a star. The 'Inboxes' dropdown is set to '?'. The left sidebar shows 'Customer service' with a right-pointing arrow. The main content area has tabs for 'Assignment', 'Control editor', 'Service tickets' (selected), 'Statistic', and 'Logs'. Below the tabs are action buttons: '+', a folder icon, a pencil icon, a trash icon, 'Change selected', and a list view icon. On the right, there are icons for eye, filter, and list. The text 'Service tickets: 28' is displayed. The table below lists the tickets:

	Ticket no.	Title	Entry	Status	Maturity date	Requestor	Editor
☐	0000029	Releasetest 1.10.2024	Oct 1, 2024, 9:08 PM	completed		Frau Mandy Barth	Herr Tim Admin
☐	0000028	Artikel aus der Bestellung 129843 wird nicht mehr benötigt	Aug 6, 2024, 3:31 PM	in progress		Herr Ludwig Kanzler	Herr Tim Admin
☐	0000027	Allgemeine Frage	Jul 25, 2024, 3:39 PM	employee checks		Herr Jan Froberg	Herr Tim Admin
☐	0000026	Storno einer Bestellung	Jul 25, 2024, 3:36 PM	re-open	▲ Jul 27, 2024	Frau Ursula Kramer	Herr Jan Froberg
☐	0000024	Anfrage zu Geschäftszeiten	Jul 25, 2024, 2:25 PM	re-open		Herr Tim Admin	Herr Tim Admin
☐	0000025	Reklamation eines Produkts	Jul 25, 2024, 2:23 PM				Herr Jan Froberg
☐	0000023	Informationsmaterial	Jul 23, 2024, 2:08 PM				Herr Harold Smith
☐	0000022	Retoure	Jul 23, 2024, 1:58 PM				Herr Harold Smith

In the "Service ticket" tab, you can see all service tickets that are assigned to this inbox.

Tab „Statistic“



Here you will find graphical evaluations of the service tickets. Alternatively, you can also find the graphical evaluations as dashlets in the dashlet stores of the service dashboards.

Employee group



Employee group

Overview

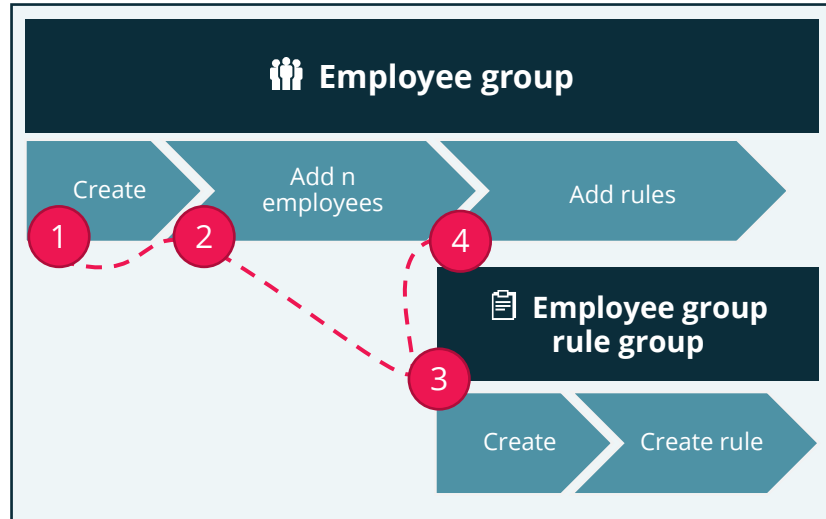
Employee groups are used,

- to assign specific employees and
- to define which service tickets are assigned to them for processing.

Structure your service team into employee groups, according to responsibilities, specialist areas/expert knowledge or other key topics.

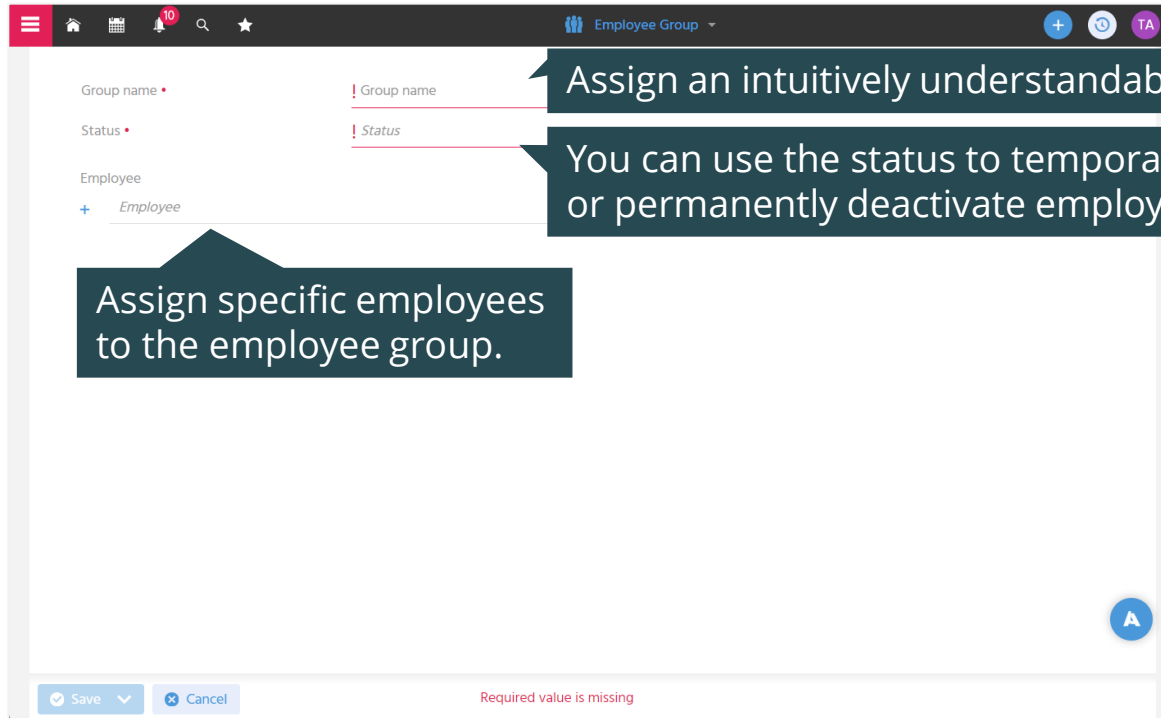
These groups are later used with the employee group rule groups for the automatic assignment of tickets (Action “Pull next ticket”).

Configuration of employee groups



Employee group

Create employee group



The screenshot shows the 'Create employee group' form in the ADITO application. The form has a dark header bar with navigation icons and a title 'Employee Group'. The main form area contains three input fields: 'Group name', 'Status', and 'Employee'. The 'Group name' and 'Status' fields have red exclamation mark icons next to them, indicating required fields. The 'Employee' field has a plus icon and the text 'Employee' next to it. A blue circular button with a white 'A' is located at the bottom right of the form. At the bottom of the form, there are 'Save' and 'Cancel' buttons, and a red error message 'Required value is missing'.

Group name • ! Group name

Status • ! Status

Employee
+ Employee

Assign an intuitively understandable, meaningful name.

You can use the status to temporarily (e.g. during configuration) or permanently deactivate employee groups.

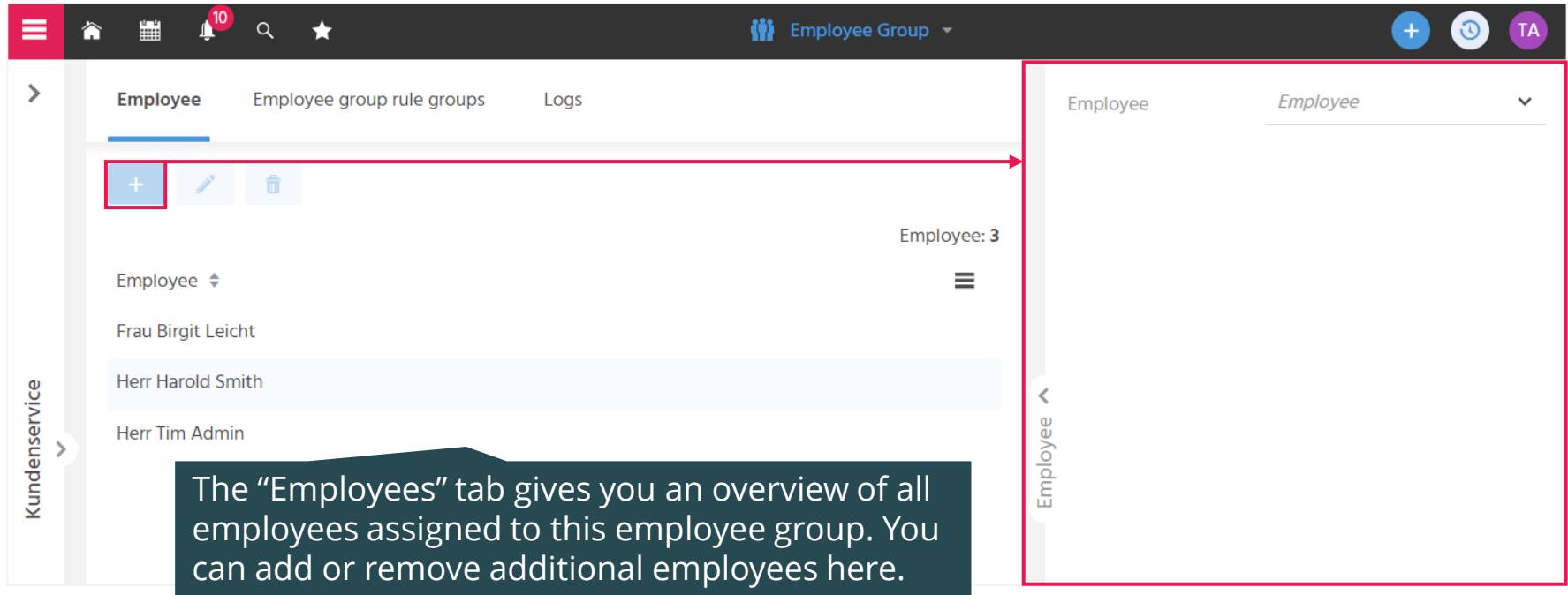
Assign specific employees to the employee group.

Save Cancel

Required value is missing

Employee group

Tab „Mitarbeiter“



The screenshot displays the ADITO interface for managing an 'Employee Group'. The top navigation bar includes a hamburger menu, home, calendar, notifications (10), search, and star icons. The 'Employee Group' dropdown is active, showing options for adding (+), refreshing, and deleting (TA). The main content area has three tabs: 'Employee' (selected), 'Employee group rule groups', and 'Logs'. The 'Employee' tab shows a list of employees assigned to the group, with a '+', edit, and delete icon bar at the top. A red box highlights the '+' icon, and a red arrow points from it to a larger view of the 'Employee' tab on the right. The list of employees includes 'Frau Birgit Leicht', 'Herr Harold Smith' (highlighted), and 'Herr Tim Admin'. A text box at the bottom explains the functionality of the 'Employees' tab.

Employee: 3

Employee

Frau Birgit Leicht

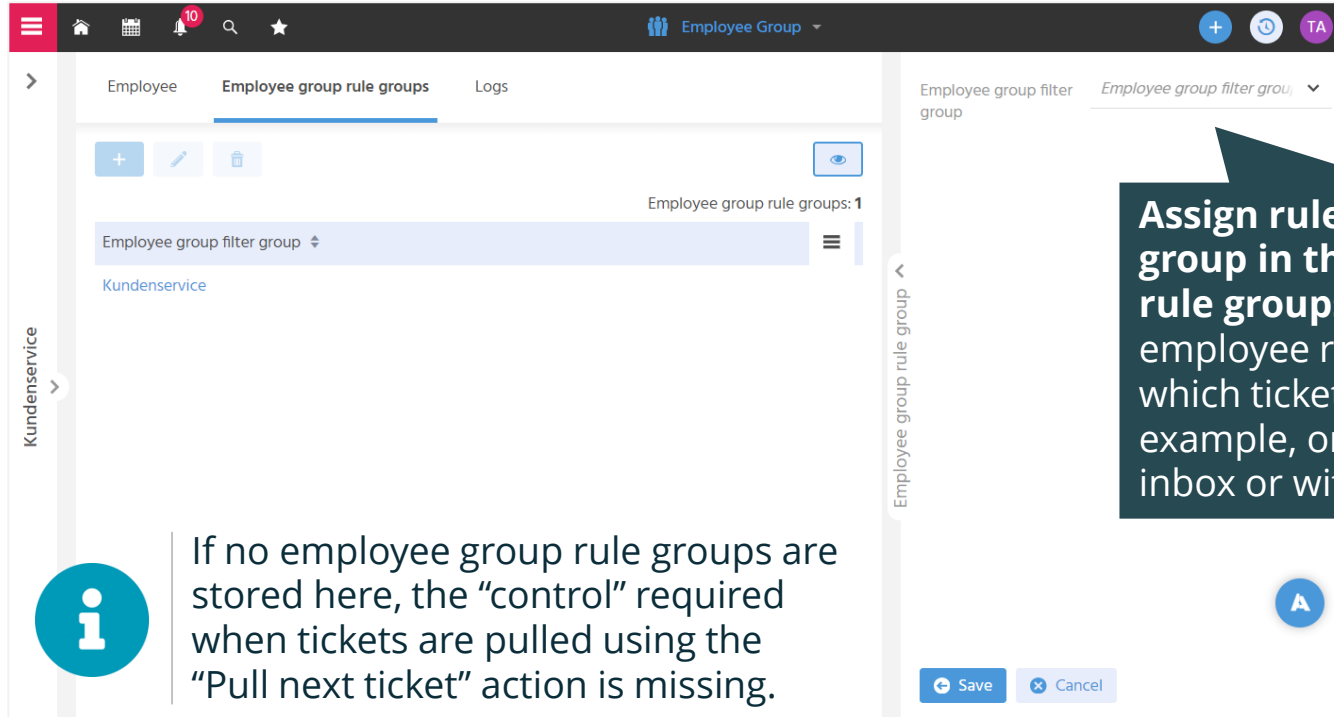
Herr Harold Smith

Herr Tim Admin

The “Employees” tab gives you an overview of all employees assigned to this employee group. You can add or remove additional employees here.

Employee group

Tab „Employee group rule groups“



Employee group rule groups: 1

Employee group filter group

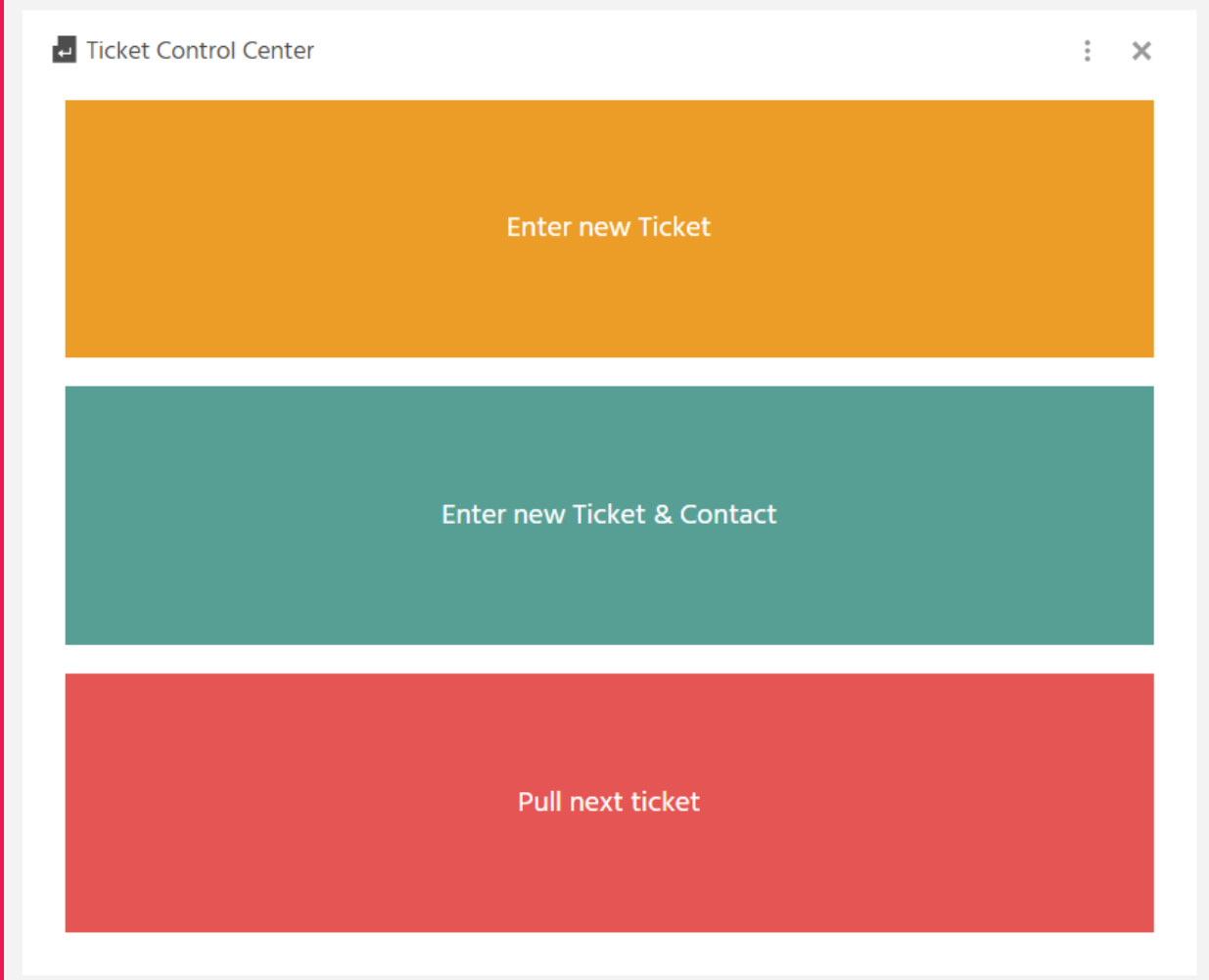
Kundenservice

Save Cancel

Assign rules to the employee group in the form of employee rule groups. You can use the employee rule groups to define which tickets may be pulled. For example, only tickets from a certain inbox or with a certain category.

If no employee group rule groups are stored here, the “control” required when tickets are pulled using the “Pull next ticket” action is missing.

Employee group rule groups



Employee group rule group



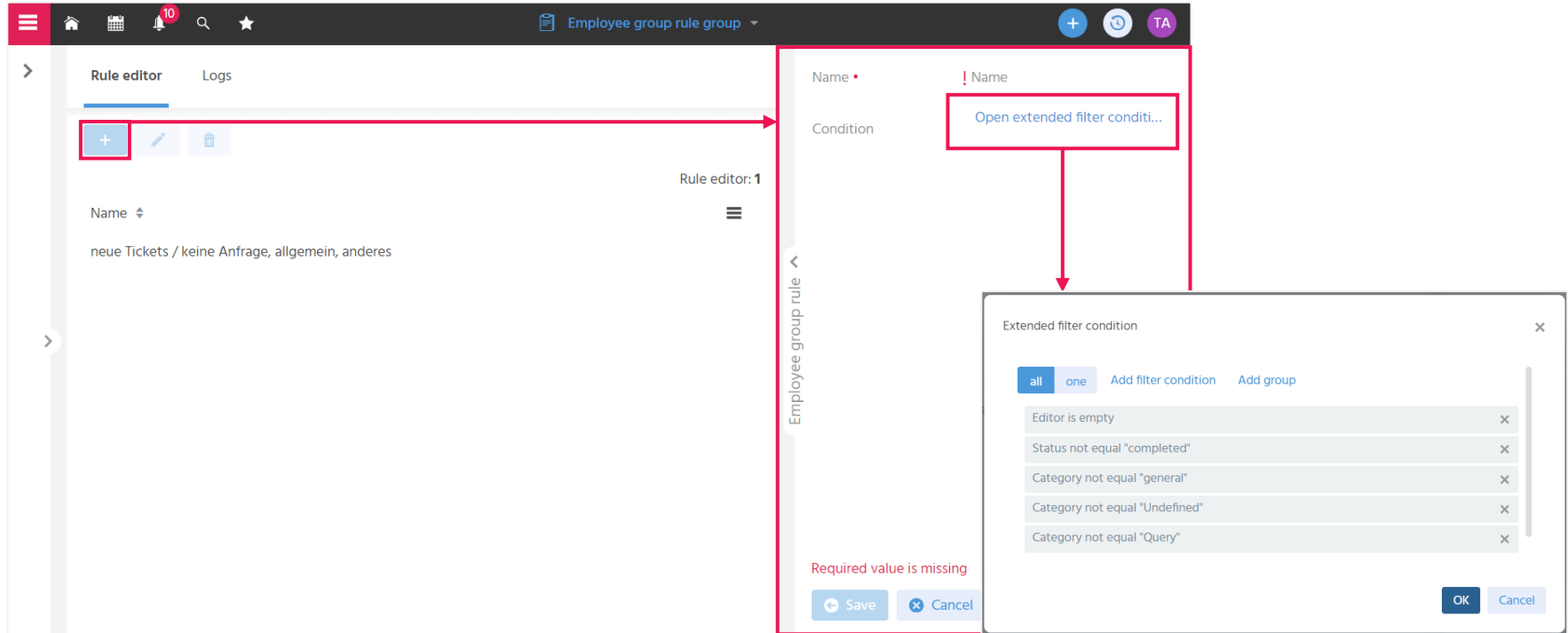
Functionality

In employee group rule groups, **filter conditions** are used to map rules that define which service tickets can be pulled using the “Pull next ticket” button. If no employee group rule group is assigned to an employee group, no ticket can be pulled via the “Pull next ticket” button.



Employee group rule group

Create rules



The screenshot displays the ADITO user interface for managing 'Employee group rule group'. The main window is divided into a 'Rule editor' and a 'Logs' tab. The 'Rule editor' shows a rule named 'neue Tickets / keine Anfrage, allgemein, anderes'. A red box highlights the '+' button in the rule editor, with an arrow pointing to the 'Condition' field in the 'Employee group rule' panel. This panel shows a red error message '! Name' and a button 'Open extended filter condi...'. A red arrow points from this button to a modal dialog titled 'Extended filter condition'. The dialog has tabs for 'all' and 'one', and buttons for 'Add filter condition' and 'Add group'. It lists several filter conditions with 'X' icons for removal: 'Editor is empty', 'Status not equal "completed"', 'Category not equal "general"', 'Category not equal "Undefined"', and 'Category not equal "Query"'. At the bottom of the dialog are 'OK' and 'Cancel' buttons. In the background, the 'Employee group rule' panel also shows a 'Required value is missing' error and 'Save' and 'Cancel' buttons.

Employee group rule group

Rule editor

Logs

+

Name

Condition

! Name

Open extended filter condi...

Rule editor: 1

Name

neue Tickets / keine Anfrage, allgemein, anderes

Employee group rule

Extended filter condition

all one Add filter condition Add group

Editor is empty

Status not equal "completed"

Category not equal "general"

Category not equal "Undefined"

Category not equal "Query"

Required value is missing

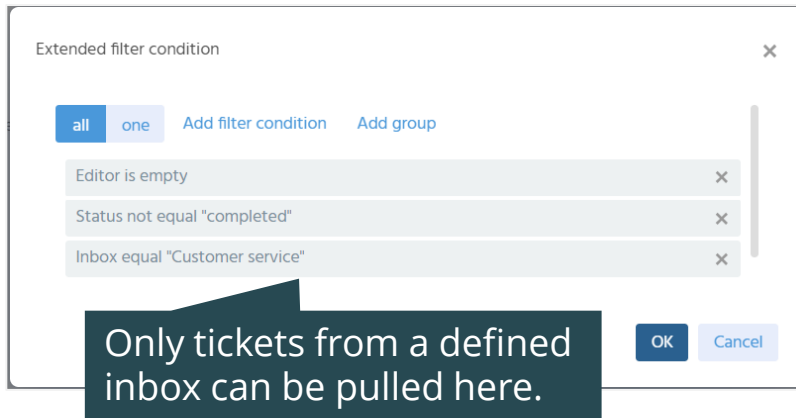
Save Cancel

OK Cancel

Employee group rule group

Examples of filter conditions

- Use the filter properties of the service ticket to determine in which cases a service ticket can be pulled by a service employee.
- Example:



Extended filter condition

all one Add filter condition Add group

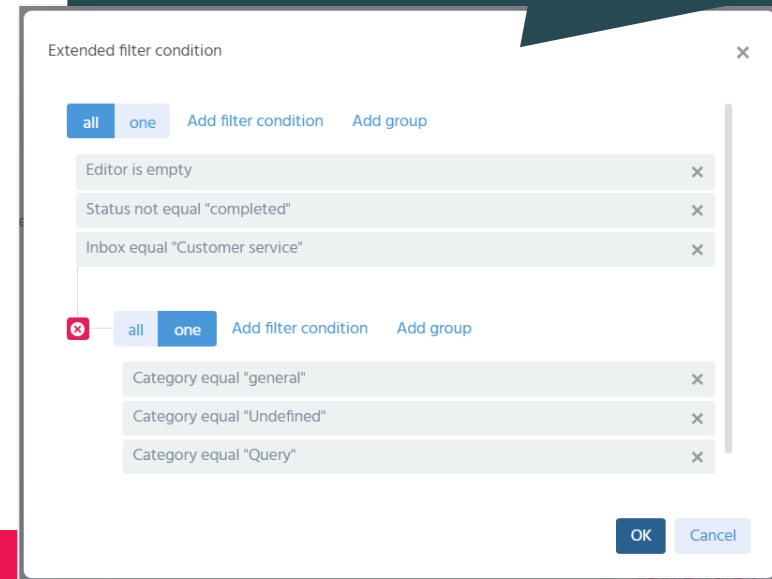
Editor is empty

Status not equal "completed"

Inbox equal "Customer service"

Only tickets from a defined inbox can be pulled here.

OK Cancel



Extended filter condition

all one Add filter condition Add group

Editor is empty

Status not equal "completed"

Inbox equal "Customer service"

Only tickets from a defined inbox and from defined categories can be pulled here.

all one Add filter condition Add group

Category equal "general"

Category equal "Undefined"

Category equal "Query"

OK Cancel



Escalation

Escalation



Overview

In ADITO, a process can activate the “Escalation” indicator in the service ticket and send a notification to a defined contact or employee group as soon as certain criteria are met.

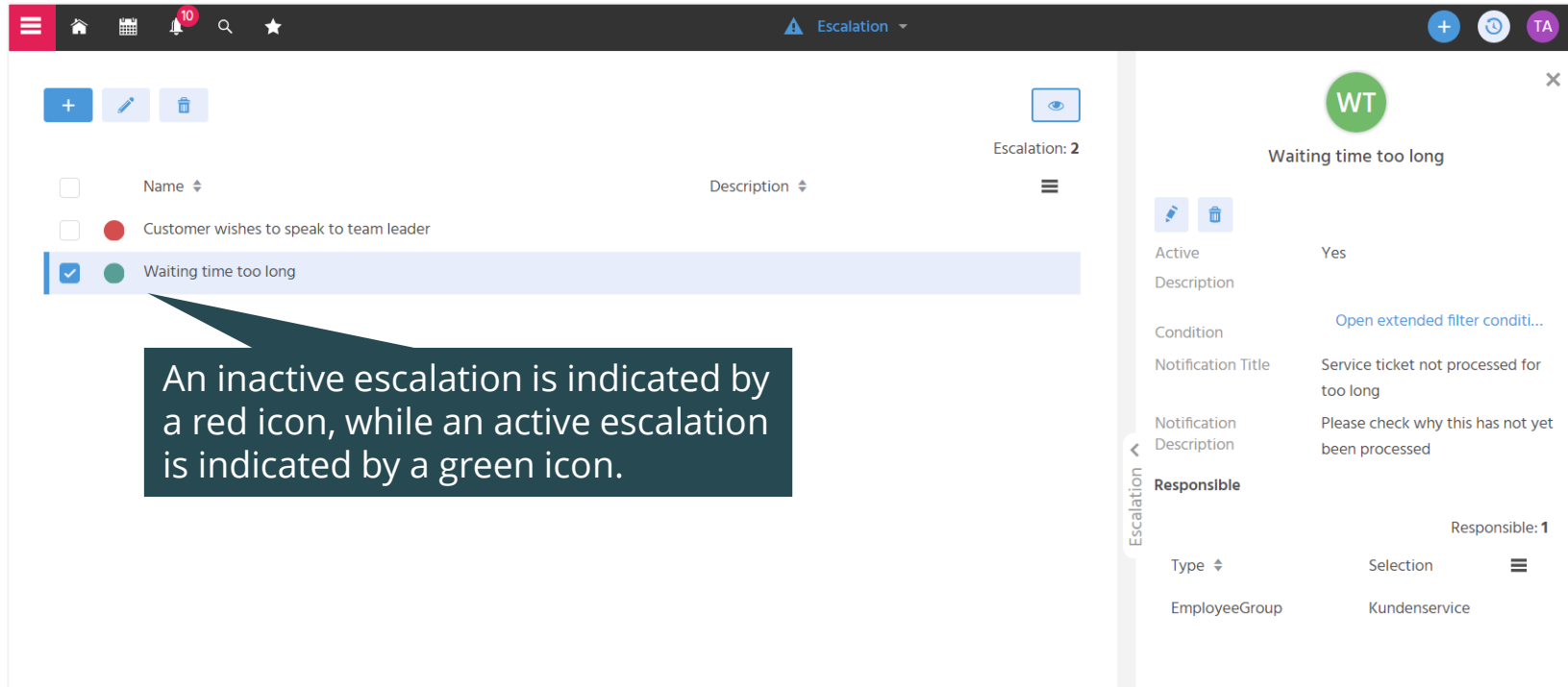
To map this, an administrator can

- use filters to define the criteria that the process uses to activate the “Escalation” indicator.
- define the title and content of a notification that is sent to a responsible person as soon as the corresponding case occurs.
- define the persons responsible, which can be either individual contacts or groups of employees.



Escalation

Filter view



Escalation: 2

Name	Description
☐ Customer wishes to speak to team leader	
☒ ● Waiting time too long	

An inactive escalation is indicated by a red icon, while an active escalation is indicated by a green icon.

Waiting time too long

Active: Yes

Description: Open extended filter condi...

Condition: Service ticket not processed for too long

Notification Title: Please check why this has not yet been processed

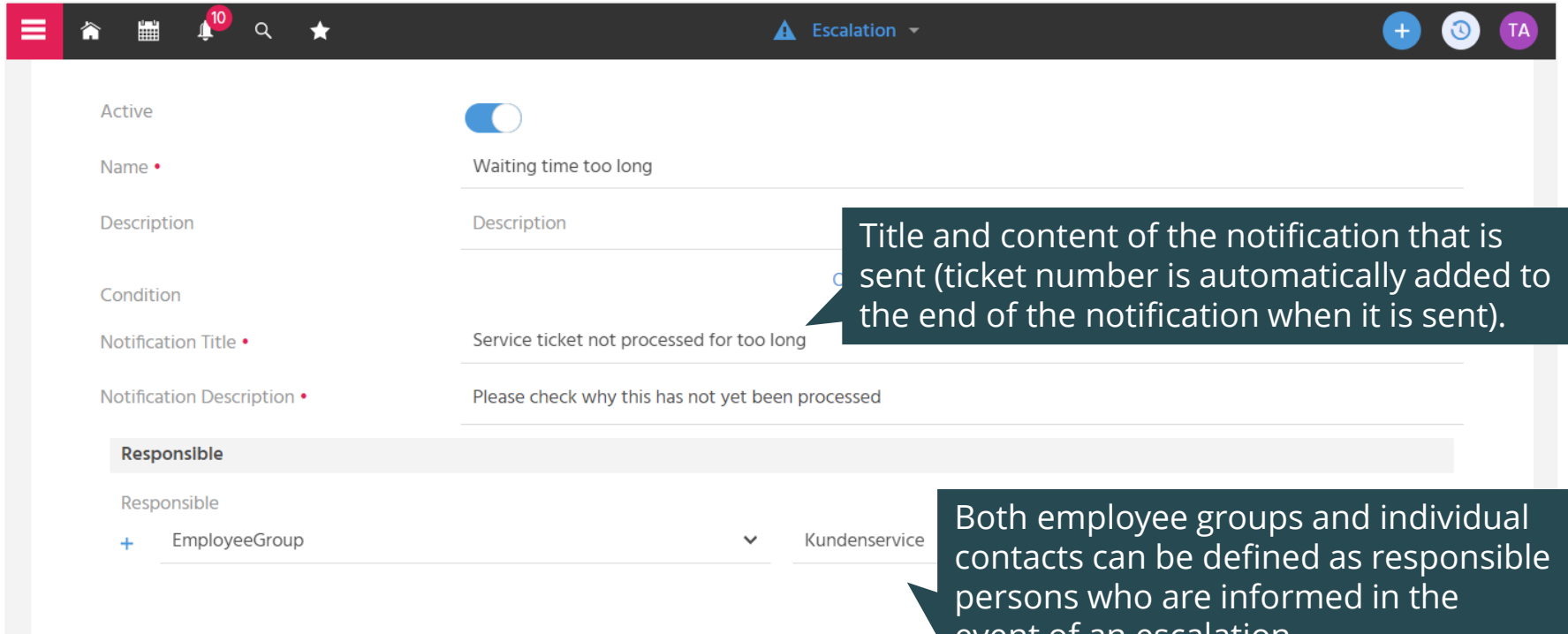
Notification Description: Responsible: 1

Type: Selection

EmployeeGroup: Kundenservice

Escalation

Define condition and notification template for escalation case



The screenshot shows the ADITO Escalation configuration interface. The top navigation bar includes a menu icon, home, calendar, notifications (10), search, and star icons. The main header is labeled 'Escalation' with a dropdown arrow. On the right, there are buttons for '+', a clock icon, and 'TA'.

The configuration form includes the following fields:

- Active:** A toggle switch that is currently turned on.
- Name:** A text field containing 'Waiting time too long'.
- Description:** A text field containing 'Description'.
- Condition:** A text field containing 'd'.
- Notification Title:** A text field containing 'Service ticket not processed for too long'.
- Notification Description:** A text field containing 'Please check why this has not yet been processed'.

Below these fields is a section titled 'Responsible' with a light gray background. It contains a 'Responsible' label and a dropdown menu. The dropdown menu is open, showing a list of options: '+ EmployeeGroup' and 'Kundenservice'.

Two callout boxes provide additional information:

- A callout box pointing to the 'Notification Title' field states: "Title and content of the notification that is sent (ticket number is automatically added to the end of the notification when it is sent)."
- A callout box pointing to the 'Responsible' dropdown menu states: "Both employee groups and individual contacts can be defined as responsible persons who are informed in the event of an escalation."

Escalation



Define condition and notification template for escalation case

10

Escalation

+

TA

Active

Name

Waiting time too long

Description

Description

Condition

Notification Title

Service ticket not processed for too long

Notification Description

Please check why this

Responsible

Responsible

+

EmployeeGroup

Extended filter condition

alloneAdd filter conditionAdd group

Entry past "5 Weeks"

New filter condition

Property

Operator

Value

OK

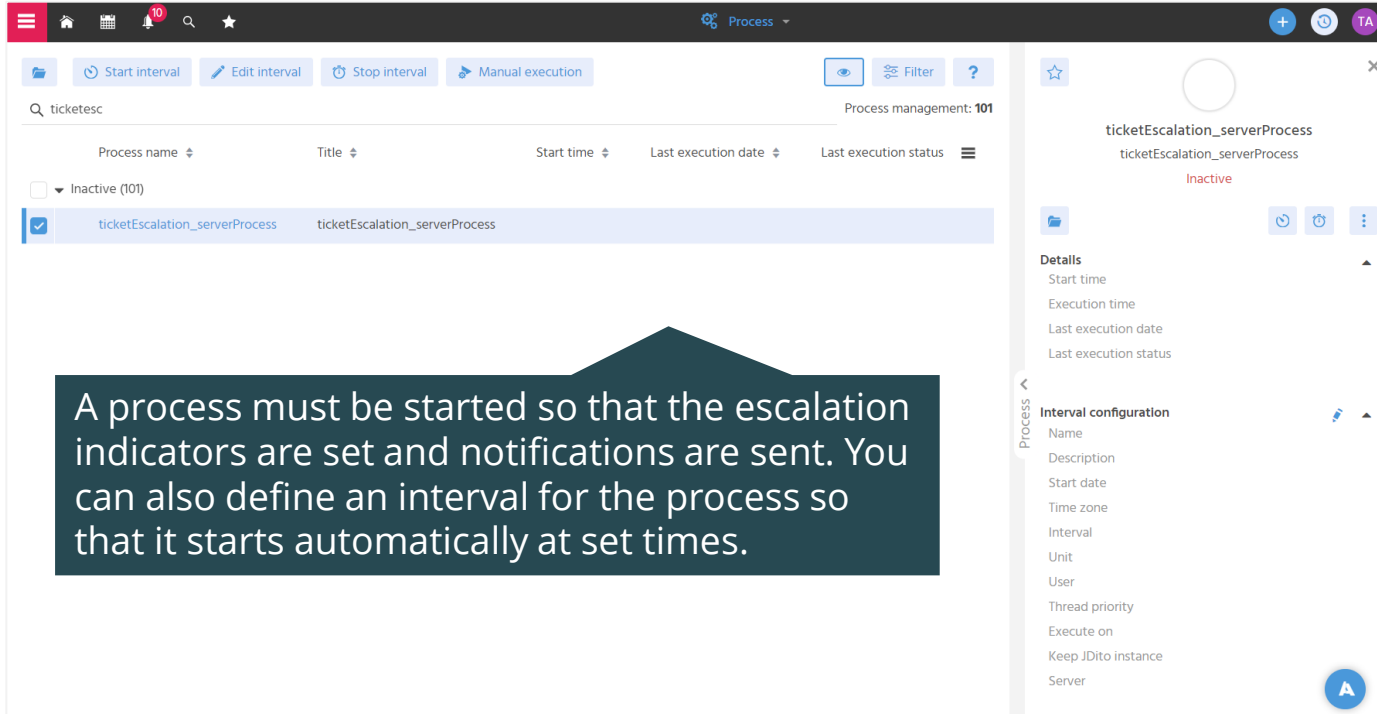
Cancel

Condition that is checked in order to have the "Escalation" indicator set in the service ticket by the process. Use the filter criteria of the service ticket.



Escalations-Process in the Manager

Start manually if necessary



The screenshot displays the ADITO Manager interface. The top navigation bar includes a menu icon, home, calendar, notifications (10), search, and star icons. The main header shows 'Process' with a dropdown arrow. Below the header, there are tabs for 'Start interval', 'Edit interval', 'Stop interval', and 'Manual execution'. A search bar contains 'ticketesc'. The main table lists processes with columns for 'Process name', 'Title', 'Start time', 'Last execution date', and 'Last execution status'. A filter 'Inactive (101)' is applied. The first process, 'ticketEscalation_serverProcess', is selected. The right sidebar shows the details for this process, including 'Interval configuration' with fields for Name, Description, Start date, Time zone, Interval, Unit, User, Thread priority, Execute on, Keep JDito instance, and Server.

Process management: 101

Process name	Title	Start time	Last execution date	Last execution status
☐ Inactive (101)				
☒ ticketEscalation_serverProcess	ticketEscalation_serverProcess			

ticketEscalation_serverProcess
ticketEscalation_serverProcess
Inactive

Details

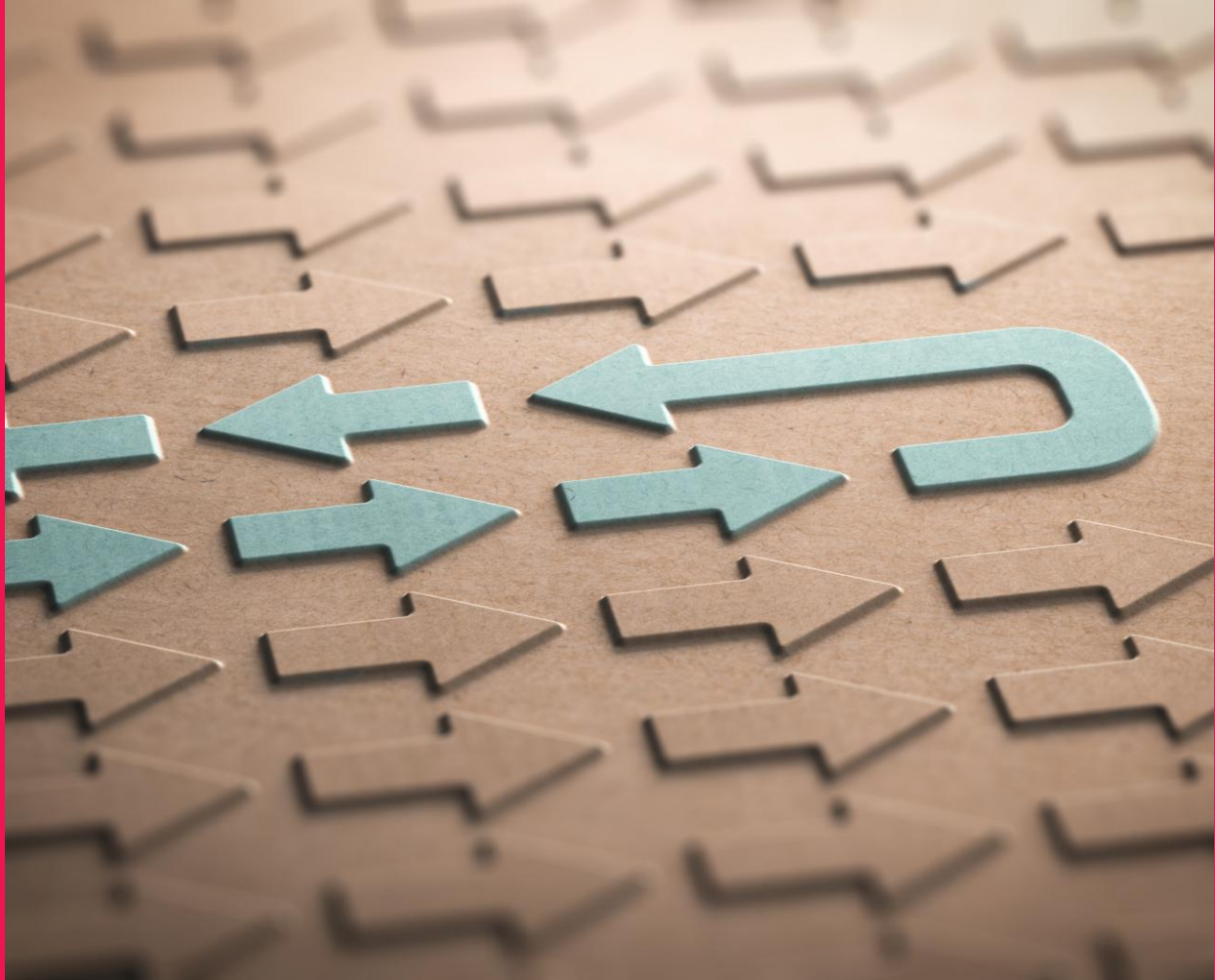
- Start time
- Execution time
- Last execution date
- Last execution status

Interval configuration

- Name
- Description
- Start date
- Time zone
- Interval
- Unit
- User
- Thread priority
- Execute on
- Keep JDito instance
- Server

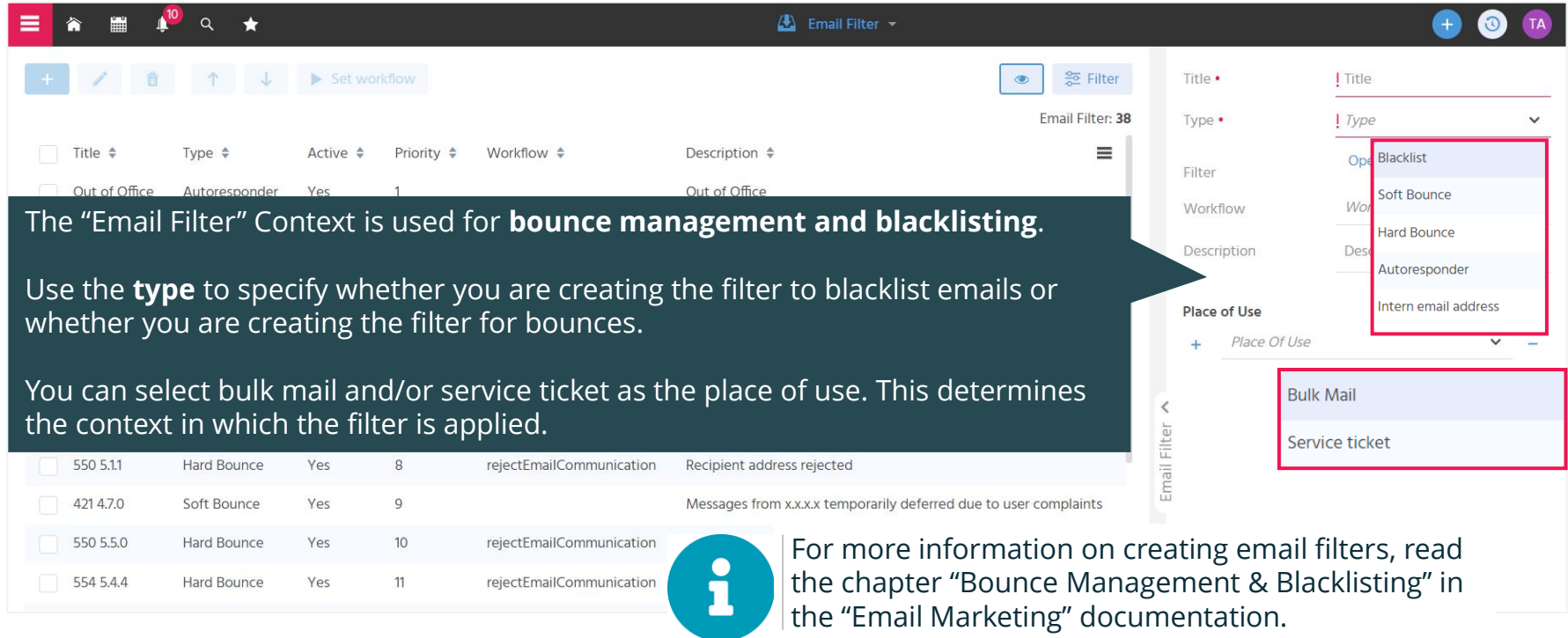
A process must be started so that the escalation indicators are set and notifications are sent. You can also define an interval for the process so that it starts automatically at set times.

Bounce- Management



Bounce-Management and Blacklist

Exkursus Context „Email Filter“



The “Email Filter” Context is used for **bounce management and blacklisting**.

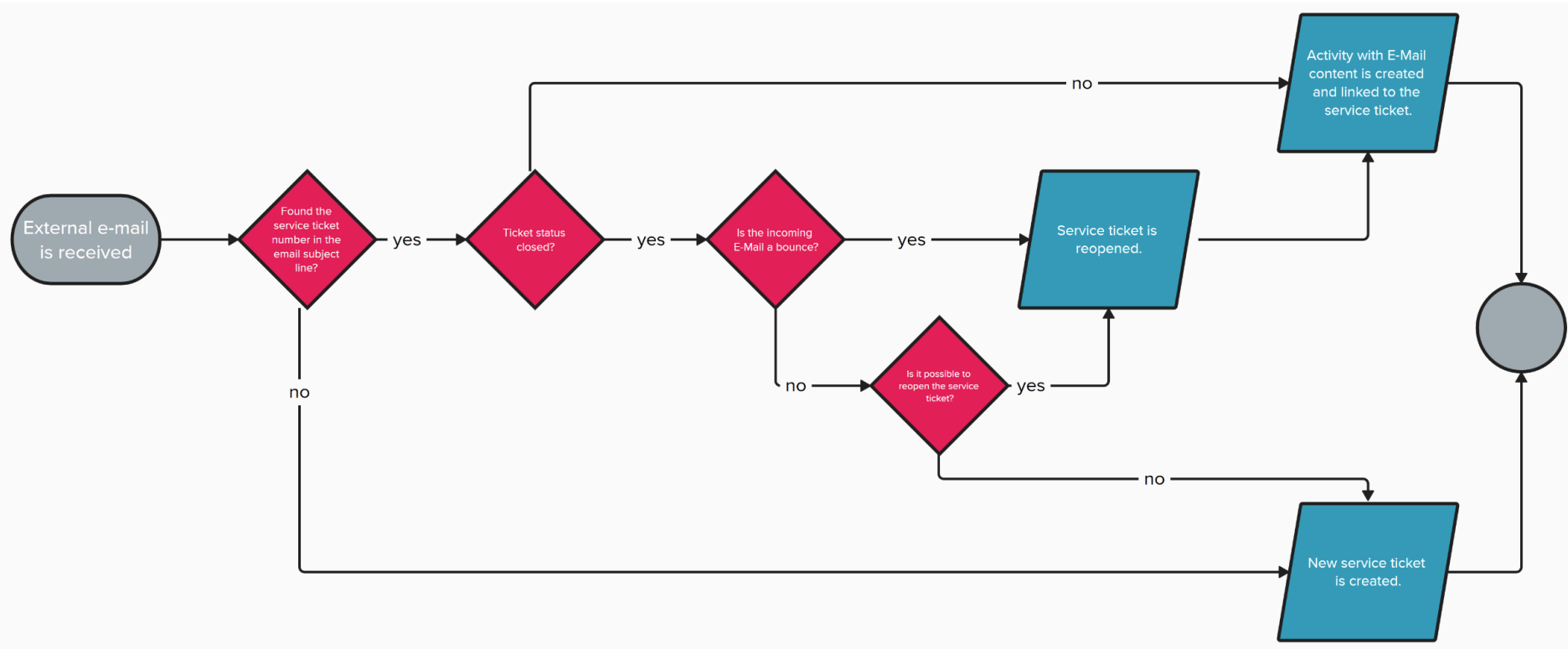
Use the **type** to specify whether you are creating the filter to blacklist emails or whether you are creating the filter for bounces.

You can select bulk mail and/or service ticket as the place of use. This determines the context in which the filter is applied.

	Title	Type	Active	Priority	Workflow	Description
☐	Out of Office	Autoresponder	Yes	1		Out of Office
☐	550 5.1.1	Hard Bounce	Yes	8	rejectEmailCommunication	Recipient address rejected
☐	421 4.7.0	Soft Bounce	Yes	9		Messages from x.x.x.x temporarily deferred due to user complaints
☐	550 5.5.0	Hard Bounce	Yes	10	rejectEmailCommunication	
☐	554 5.4.4	Hard Bounce	Yes	11	rejectEmailCommunication	

For more information on creating email filters, read the chapter “Bounce Management & Blacklisting” in the “Email Marketing” documentation.

Bounce-Management



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