



Service for users

ADITO Software GmbH

As of Version 2026.4.2 | July 2026





Screenshots

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

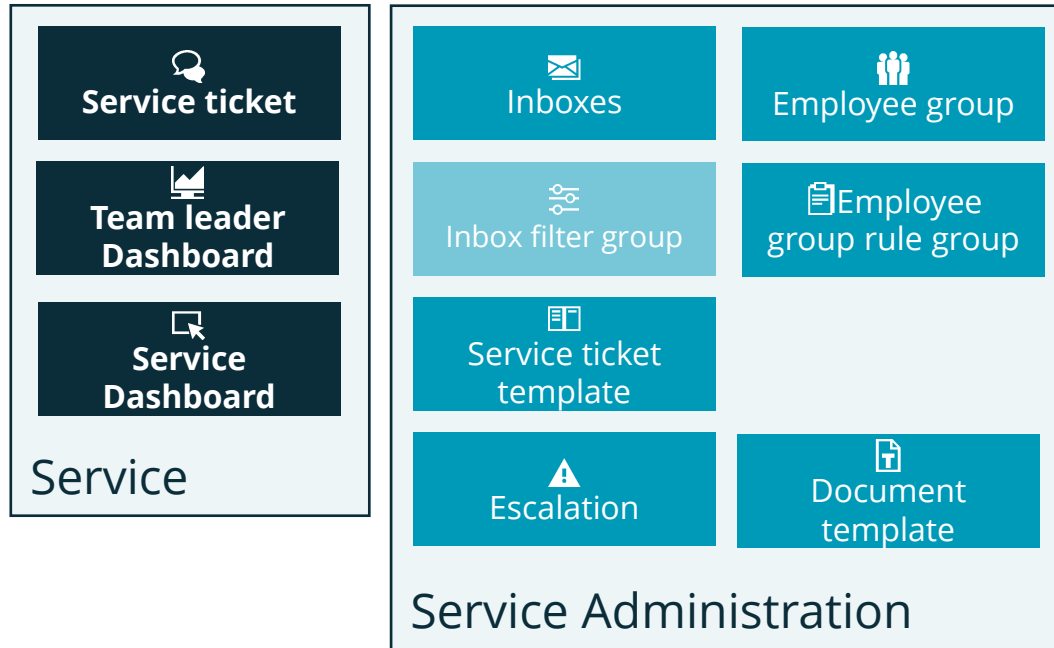


Agenda

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Menu groups „Service“ und „Service Administration“



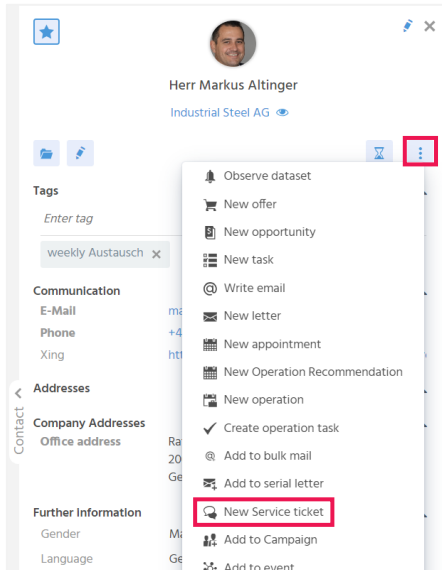
Create Serviceticket



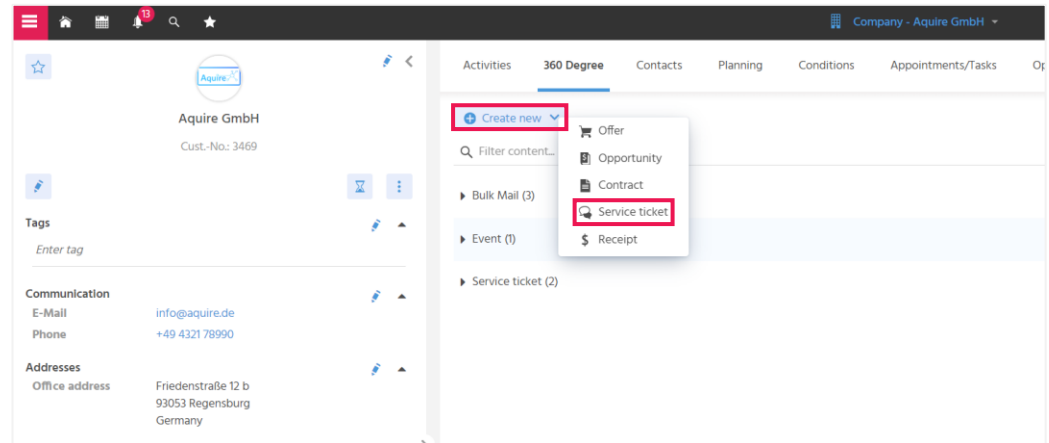
Create service ticket manually

Entry points (1/3)

In the preview of a contact, an activity or a task



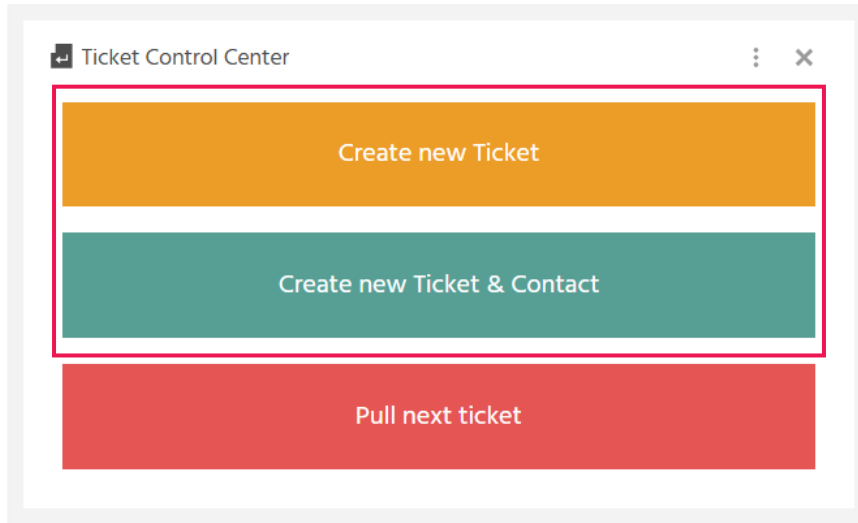
Tab "360 degrees" in the company or in contact



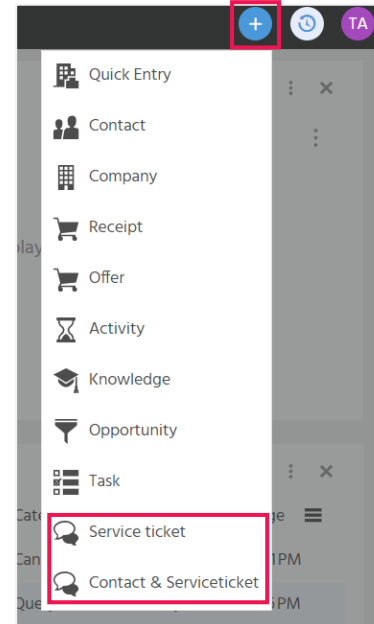
Create service ticket manually

Entry points (2/3)

Via the „Ticket Control Center“ dashlet



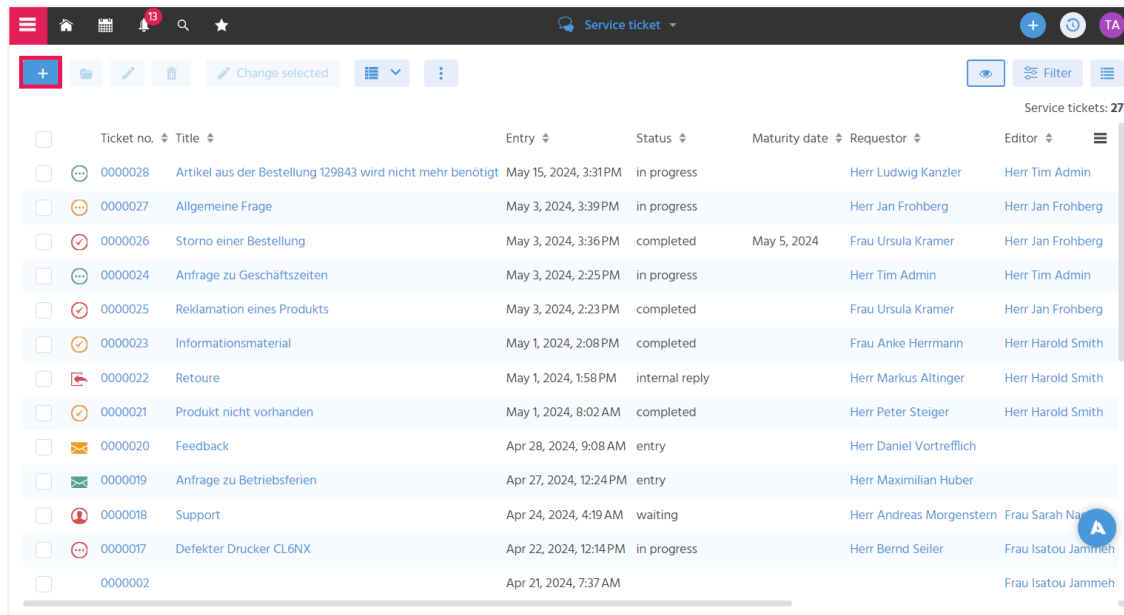
Via the Quick entry



Create service ticket manually

Entry points (3/3)

Via the “Create new” button in the filter view of the “Service ticket” context

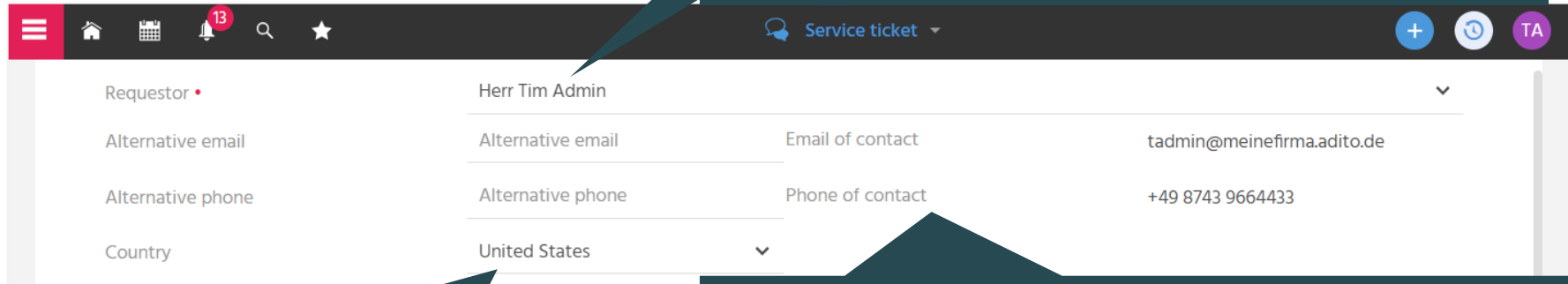


The screenshot shows the ADITO Service ticket interface. At the top, there is a navigation bar with a 'Service ticket' dropdown and a '+ TA' button. Below the navigation bar, there is a toolbar with a '+ Create new' button (highlighted with a red box), a 'Filter' button, and a 'Service tickets: 27' indicator. The main area displays a table of service tickets with columns for Ticket no., Title, Entry, Status, Maturity date, Requestor, and Editor.

Ticket no.	Title	Entry	Status	Maturity date	Requestor	Editor
0000028	Artikel aus der Bestellung 129843 wird nicht mehr benötigt	May 15, 2024, 3:31PM	in progress		Herr Ludwig Kanzler	Herr Tim Admin
0000027	Allgemeine Frage	May 3, 2024, 3:39 PM	in progress		Herr Jan Froberg	Herr Jan Froberg
0000026	Storno einer Bestellung	May 3, 2024, 3:36 PM	completed	May 5, 2024	Frau Ursula Kramer	Herr Jan Froberg
0000024	Anfrage zu Geschäftszeiten	May 3, 2024, 2:25 PM	in progress		Herr Tim Admin	Herr Tim Admin
0000025	Reklamation eines Produkts	May 3, 2024, 2:23 PM	completed		Frau Ursula Kramer	Herr Jan Froberg
0000023	Informationsmaterial	May 1, 2024, 2:08 PM	completed		Frau Anke Herrmann	Herr Harold Smith
0000022	Retoure	May 1, 2024, 1:58 PM	internal reply		Herr Markus Altinger	Herr Harold Smith
0000021	Produkt nicht vorhanden	May 1, 2024, 8:02 AM	completed		Herr Peter Steiger	Herr Harold Smith
0000020	Feedback	Apr 28, 2024, 9:08 AM	entry		Herr Daniel Vortrefflich	
0000019	Anfrage zu Betriebsferien	Apr 27, 2024, 12:24 PM	entry		Herr Maximilian Huber	
0000018	Support	Apr 24, 2024, 4:19 AM	waiting		Herr Andreas Morgenstern	Frau Sarah Na...
0000017	Defekter Drucker CL6NX	Apr 22, 2024, 12:14 PM	in progress		Herr Bernd Seiler	Frau Isatou Jammeh
0000002		Apr 21, 2024, 7:37 AM				Frau Isatou Jammeh

Create service ticket manually

Select the contact who requested the service from you. If you initiate the ticket creation process from a contact, that contact will be automatically listed as the requester. If you initiate the ticket creation process from a company, only the contacts linked with that company will be shown.



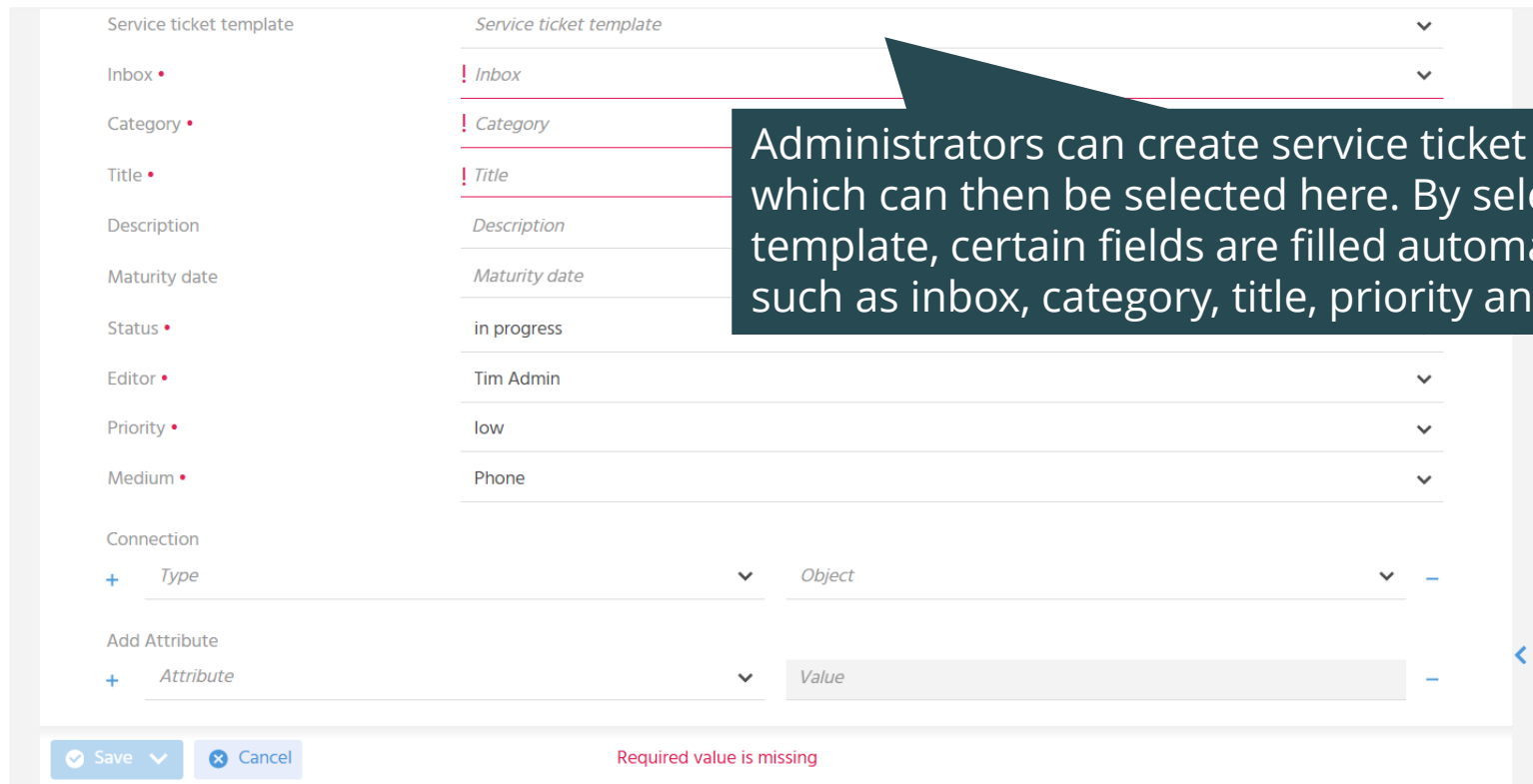
The screenshot shows the ADITO service ticket creation interface. At the top is a dark navigation bar with icons for home, calendar, notifications (13), search, and a star. On the right of the bar are buttons for '+', a clock, and a user profile 'TA'. Below the bar is a form titled 'Service ticket' with a dropdown arrow. The form contains several fields: 'Requestor' with a dropdown menu showing 'Herr Tim Admin'; 'Alternative email' with a text input field; 'Email of contact' with a text input field containing 'tadmin@meinefirma.adito.de'; 'Alternative phone' with a text input field; 'Phone of contact' with a text input field containing '+49 8743 9664433'; and 'Country' with a dropdown menu showing 'United States'.

Requestor •	Herr Tim Admin		
Alternative email	Alternative email	Email of contact	tadmin@meinefirma.adito.de
Alternative phone	Alternative phone	Phone of contact	+49 8743 9664433
Country	United States		

Select the country in which the requester lives/works.

The email address and landline number stored for the requestor are displayed. If the requestor can be reached via a different email address or telephone number while the service ticket is being processed, these can be entered here. The data is only saved in the service ticket, not in the contact. Example: The requestor can only be reached via their private cell phone during the processing period.

Create service ticket manually



The screenshot shows a web form for creating a service ticket. The form is divided into several sections. The top section is for selecting a template, with a dropdown menu showing 'Service ticket template'. Below this, there are several fields with red exclamation marks indicating required values: 'Inbox', 'Category', and 'Title'. The 'Description' field is also present. The 'Maturity date' field is set to 'in progress'. The 'Editor' field is set to 'Tim Admin'. The 'Priority' field is set to 'low'. The 'Medium' field is set to 'Phone'. The 'Connection' section has a dropdown for 'Type' and a dropdown for 'Object'. The 'Add Attribute' section has a dropdown for 'Attribute' and a text input for 'Value'. At the bottom, there are 'Save' and 'Cancel' buttons. A red error message 'Required value is missing' is displayed at the bottom right.

Service ticket template

Service ticket template

Inbox • ! Inbox

Category • ! Category

Title • ! Title

Description

Description

Maturity date

Maturity date

Status • in progress

Editor • Tim Admin

Priority • low

Medium • Phone

Connection

+ Type Object -

Add Attribute

+ Attribute Value -

Save Cancel

Required value is missing

Administrators can create service ticket templates, which can then be selected here. By selecting a template, certain fields are filled automatically, such as inbox, category, title, priority and status.

Create service ticket manually

Service ticket template	Service ticket template	▼
Inbox •	! Inbox	▼
Category •	! Category	▼
Title •	! Title	
Description	Description	
Maturity date	Maturity date	
Status •	in progress	
Editor •	Tim Admin	
Priority •	low	
Medium •	Phone	
Connection		
+ Type	▼	Object ▼ -
Add Attribute		
+ Attribute	▼	Value -

Required value is missing

An inbox forms a bracket around service tickets that are to be processed by a specific team.

Example

There is a general quality assurance team that handles complaints or claims and there is a team of service technicians who rectify faults and carry out maintenance at the customer's premises.

Create service ticket manually

Service ticket template	Service ticket template	▼
Inbox •	! Inbox	▼
Category •	! Category	▼
Title •	! Title	
Description	Description	
Maturity date	Maturity date	
Status •	in progress	
Editor •	Tim Admin	
Priority •	low	
Medium •	Phone	
Connection		
+ Type	▼	Object ▼ -
Add Attribute		
+ Attribute	▼	Value -

☒ Save ☐ Cancel

Required value is missing

You can use the category to subdivide the service tickets in an inbox.

Example

The "Quality assurance" inbox includes the categories "Complaints" and "Reclamation".

Create service ticket manually

Service ticket template	Service ticket template	▼
Inbox •	! Inbox	▼
Category •	! Category	▼
Title •	! Title	
Description	Description	
Maturity date	Maturity date	
Status •	in progress	
Editor •	Tim Admin	
Priority •	low	
Medium •	Phone	
Connection		
+ Type		▼
Add Attribute		
+ Attribute		▼

☒ Save ☐ Cancel

Required value is missing

Give the service ticket a meaningful title. If the title is already filled in by a template, it makes sense to complete it here.

Example

The title is automatically filled in with "Complaint" by the selected service ticket template. Complete the title so that the service tickets are distinguishable. E.g. "Complaint: Headphones do not work on the left"

Create service ticket manually



Service ticket template

Service ticket template

Inbox

Category

Title

Description

Maturity date

Status

Editor

Priority

Medium

Connection

+Type

Object

Add Attribute

+Attribute

Value

Save

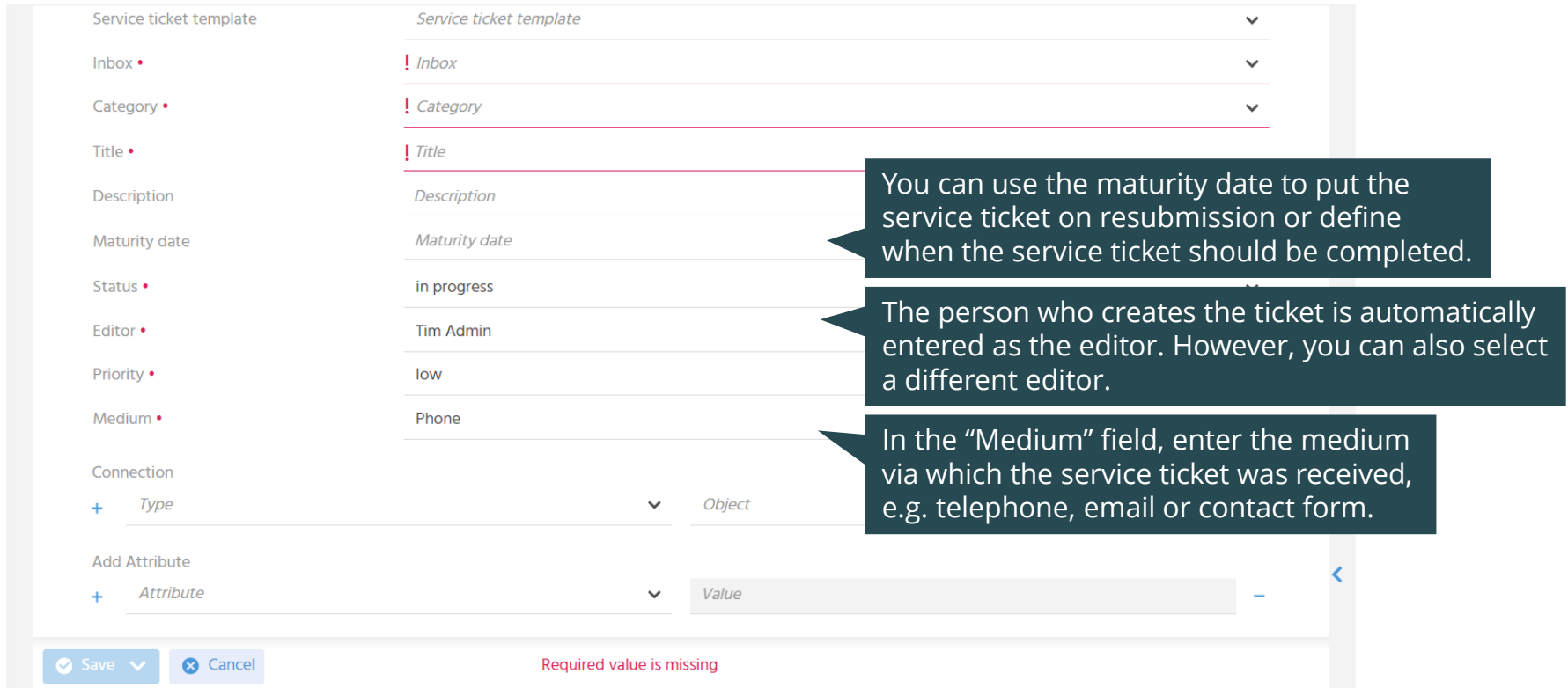
Cancel

Required value is missing

In the “Description” field, you have the option of describing the request so that the processor knows what to do.



Create service ticket manually



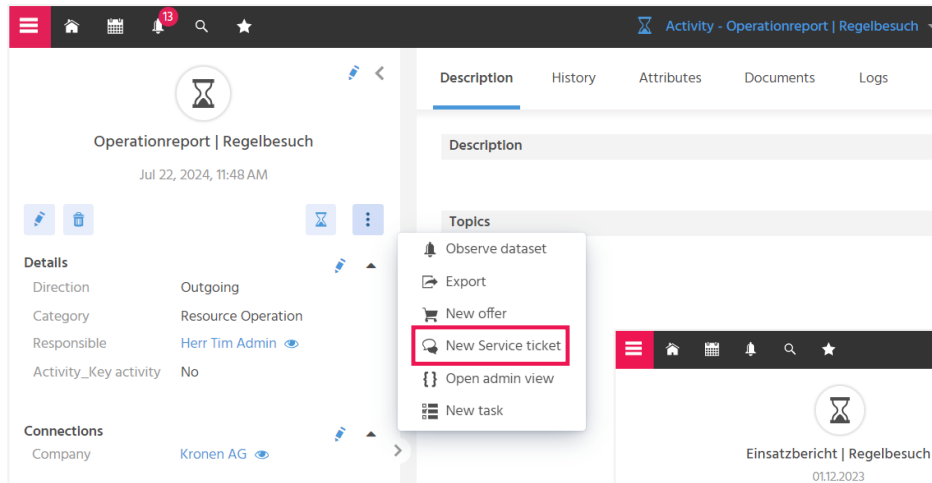
The screenshot shows a web form for creating a service ticket. The form includes fields for 'Service ticket template', 'Inbox', 'Category', 'Title', 'Description', 'Maturity date', 'Status', 'Editor', 'Priority', 'Medium', 'Connection', and 'Add Attribute'. Several fields have red exclamation marks indicating required values. Three callout boxes provide additional information:

- You can use the maturity date to put the service ticket on resubmission or define when the service ticket should be completed.** (points to the 'Maturity date' field)
- The person who creates the ticket is automatically entered as the editor. However, you can also select a different editor.** (points to the 'Editor' field)
- In the "Medium" field, enter the medium via which the service ticket was received, e.g. telephone, email or contact form.** (points to the 'Medium' field)

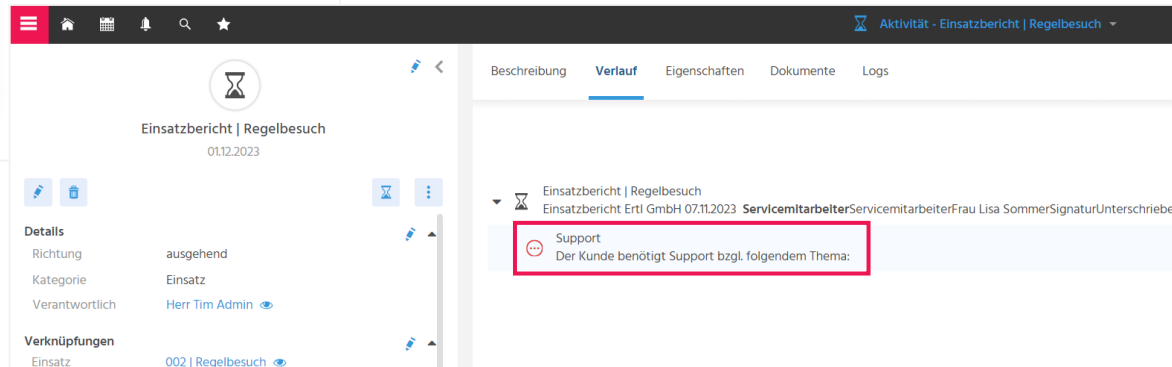
At the bottom, there are 'Save' and 'Cancel' buttons, and a red error message: 'Required value is missing'.

Create service ticket manually

Initiate the ticket creation process from an activity

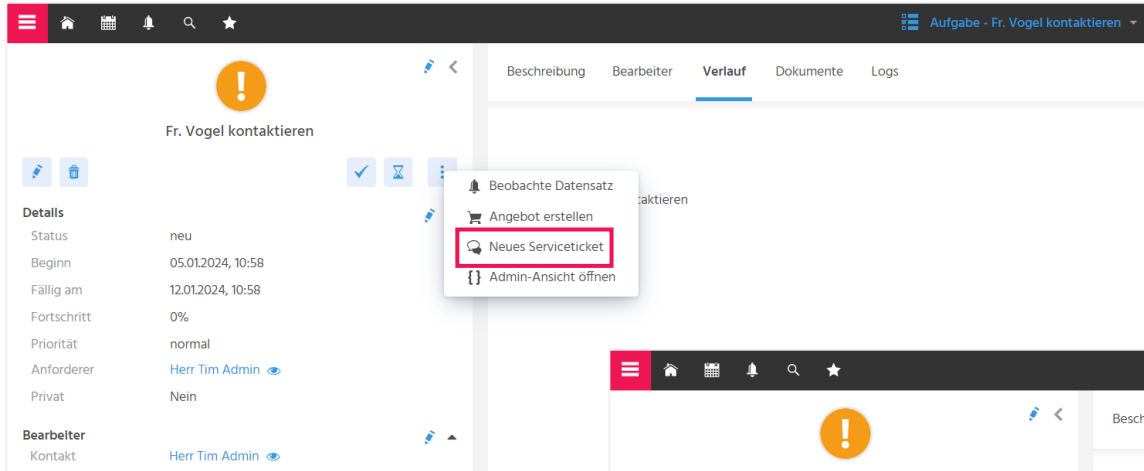


If you create a service ticket from an activity, the service ticket is displayed in the activity in the "History" tab. The activity is also displayed as a link in the service ticket.



Create service ticket manually

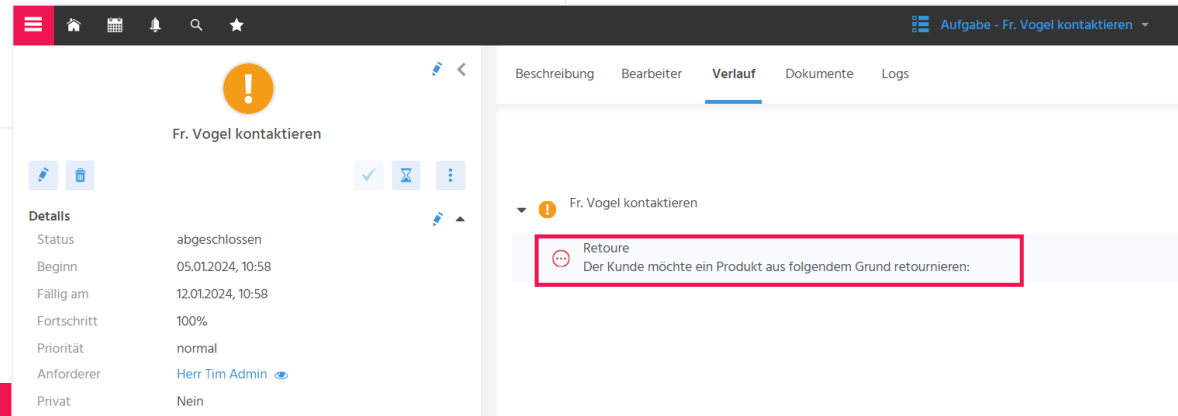
Aus Aufgabe



The screenshot shows the ADITO interface with the task 'Aufgabe - Fr. Vogel kontaktieren'. The 'Verlauf' tab is selected. A context menu is open over the task, showing options: 'Beobachte Datensatz', 'Angebot erstellen', 'Neues Serviceticket' (highlighted with a red box), and 'Admin-Ansicht öffnen'.

Details	
Status	neu
Beginn	05.01.2024, 10:58
Fällig am	12.01.2024, 10:58
Fortschritt	0%
Priorität	normal
Anforderer	Herr Tim Admin
Privat	Nein
Bearbeiter	
Kontakt	Herr Tim Admin

If you create a service ticket from a task, the service ticket is displayed in the task in the "History" tab. The task is also displayed as a link in the service ticket.



The screenshot shows the ADITO interface with the task 'Aufgabe - Fr. Vogel kontaktieren'. The 'Verlauf' tab is selected. The task is displayed in the history, highlighted with a red box. The task details are as follows:

Details	
Status	abgeschlossen
Beginn	05.01.2024, 10:58
Fällig am	12.01.2024, 10:58
Fortschritt	100%
Priorität	normal
Anforderer	Herr Tim Admin
Privat	Nein

Retoure
Der Kunde möchte ein Produkt aus folgendem Grund retournieren:

Create service ticket automatically

New Service Ticket vs. Activity in an existing Service Ticket

When an E-Mail arrives in Mailbridge, it checks whether a service ticket number is found in the subject line of the E-Mail.

- If a service ticket number is found, an activity is created for the corresponding ticket. The content of the E-Mail is stored in the description field of the activity.
- If no service ticket number is found, a new service ticket is created.

It is also checked whether the incoming E-Mail is an autoresponder to avoid E-Mail loops.

Example

The requester has set up their email account to send automatic reply E-Mails (e.g. shortly before going on holiday). They send an E-Mail, which creates a service ticket in the ADITO system. The ADITO system is set to send an automatic reply to incoming E-Mails. This reply E-Mail in turn triggers an automatic reply from the requester. However, the ADITO system recognises that this is an autoresponder and no longer responds to this E-Mail with an automatic reply. However, an activity is created for the existing service ticket.



Create service ticket automatically



Excursus into service administration

Informations

- Creation date: 2 Jan 2026
- Status: active
- Send e-mails: Yes
- Technical user: mailbridgeUser

Ticket

- Reopening: 31 days
- Title preset: E-mail subject

Assignment

	E-mail address	Signature	Reply Template	Send Answer	Answer Address	Default Signature	Defa
SU	support@meinefirma.de	Signatur Service meineFirma GmbH	Automatische Standardvorlage	Yes		Yes	Sonstiges
KU	kundenservice@meinefirma.de	Signatur Service meineFirma GmbH	Automatische Standardvorlage	Yes		No	Sonstiges

Extended connections

	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

The administrator can assign one or more email addresses to an inbox, as well as fax machines or answering machines. Service tickets are automatically created for this inbox from messages received via the stored connections.

For more information on mailboxes, see the “Service Administration” documentation.



Create service ticket automatically



Excursus into service administration

Active	Template No.	Name	Inbox	Category	Title	Description
☐	001	Sonstiges	Kundenservice	Undefined	Sonstiges	Der Kunde hat eine die folgende Anfrage, die nicht
☐	002	Produkt nicht vorhanden	Kundenservice	Query	Produkt nicht vorhanden	Das Produkt, nach dem der Kunde gefragt hat, ist
☐	003	Allgemeine Frage	Kundenservice	Query	Allgemeine Frage	Der Kunde hat folgende allgemeine Anfrage:
☒	005	Stornierung einer Bestellung	Kundenservice	Cancellation	Storno einer Bestellung	Der Kunde möchte seine Bestellung aus folgender
☐	006	Geschäftszeiten	Kundenservice	Query	Anfrage zu Geschäftszeiten	Der Kunde fragt nach den Geschäftszeiten und ha
☐	007	Betriebsferien	Kundenservice	Query	Anfrage zu Betriebsferien	Der Kunde möchte wissen, wann das Unternehme
☐	008	Werbung	Kundenservice	general	Werbung	Es werden Werbung, Spam oder Pressemitteilung
☐	009	Beschwerde	Kundenservice	Complaint	Beschwerde	Der Kunde beschwert sich über folgendes:
☐	010	Reklamation	Kundenservice	Reclamation	Reklamation eines Produkts	Der Kunde reklamiert ein Produkt aus folgendem
☐	011	Retoure	Kundenservice	Retour	Retoure	Der Kunde möchte ein Produkt aus folgendem Gr
☐	012	Handbuch	Kundenservice	Handbook	Informationsmaterial	Der Kunde fragt nach Informationsmaterial wie H
☐	013	Support	Kundenservice	Support	Support	Der Kunde benötigt Support bzgl. folandem The

Stornierung einer Bestellung	
SE	005
Properties	
Active	Yes
Inbox	Kundenservice
Category	Cancellation
Title	Storno einer Bestellung
Description	Der Kunde möchte seine Bestellung aus folgendem Grund stornieren:
Mature after days	2 Tage
Priority	high
Status	in progress
Status (MB)	entry
Individual Answer	No

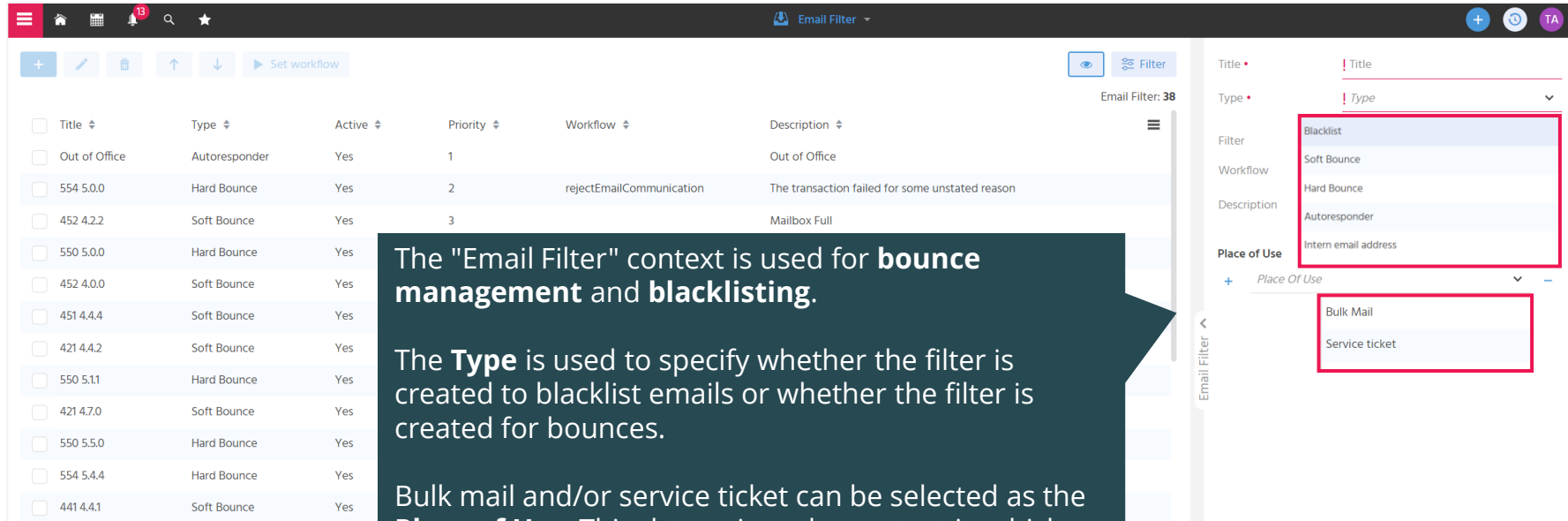
The administrator can create Service Ticket Templates that are used when Service Tickets are created automatically. Templates are used to automatically fill in various fields in tickets, such as category, title or priority.

For more information on service ticket templates, see the “Service Administration” documentation.



Create service ticket automatically

Excursus Context „Email Filter“ – Bounces und Blacklist



Title	Type	Active	Priority	Workflow	Description
Out of Office	Autoresponder	Yes	1		Out of Office
554 5.0.0	Hard Bounce	Yes	2	rejectEmailCommunication	The transaction failed for some unstated reason
452 4.2.2	Soft Bounce	Yes	3		Mailbox Full
550 5.0.0	Hard Bounce	Yes			
452 4.0.0	Soft Bounce	Yes			
451 4.4.4	Soft Bounce	Yes			
421 4.4.2	Soft Bounce	Yes			
550 5.1.1	Hard Bounce	Yes			
421 4.7.0	Soft Bounce	Yes			
550 5.5.0	Hard Bounce	Yes			
554 5.4.4	Hard Bounce	Yes			
441 4.4.1	Soft Bounce	Yes			

The "Email Filter" context is used for **bounce management** and **blacklisting**.

The **Type** is used to specify whether the filter is created to blacklist emails or whether the filter is created for bounces.

Bulk mail and/or service ticket can be selected as the **Place of Use**. This determines the context in which the filter is applied.

Create service ticket automatically



Bounces and Blacklist

- Bounces
 - **Bounce detection is integrated** for incoming emails that are processed via the service mailbridge.
 - **No automatic reply email** is sent in the event of a bounce.
 - As always, an **activity** is created in the ticket for the incoming email, which contains a **corresponding note in the subject line** in the event of a bounce.
 - The **editor** of the service ticket (if entered) **is informed** of the bounce **by notification**.

- Blacklist

An email sent by someone on the blacklist is retrieved by the Mailbridge process but not processed further. Accordingly, **no service ticket or activity is created** in an existing ticket.



Service ticket



Filterview

Service tickets: 13

	Ticket no.	Title	Entry	Status	Maturity date	Requestor
Ungrouped (1)						
Harold Smith (2)						
Isatou Jammeh (2)						
Jan Froberg (1)						
Sarah Nagel (1)						
Silke Dehler (1)						
Tim Admin (5)						
high (1)						
low (3)						
medium (1)						

Service tickets - Filter

Grouping: Editor, Priority

Condition: Status not equal "completed"

Saved filters: Last filters

All service tickets are displayed in the filter view. Use filters and groupings here to display the tickets clearly arranged.

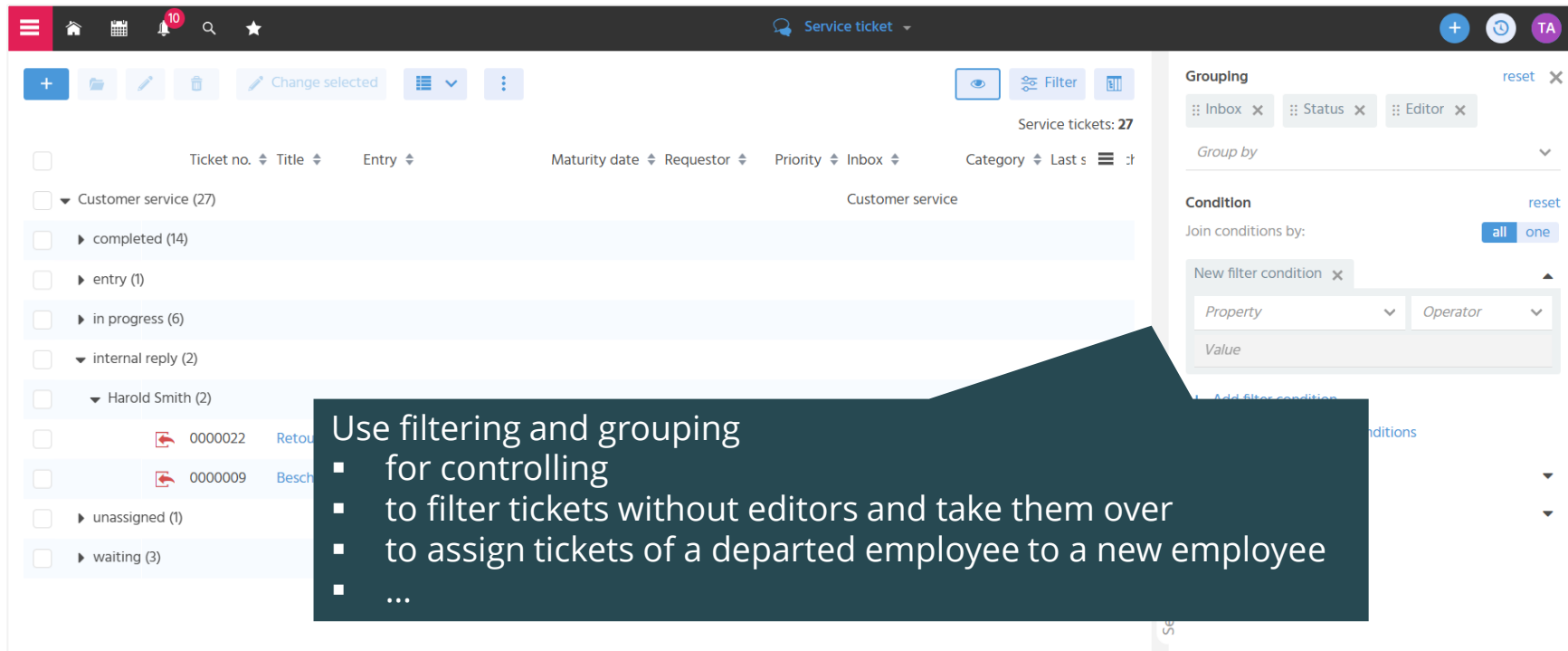
Example

Filter condition "Status not equal completed" and groupings to "Editor" and "Priority".



Service ticket

Filterview: Filtering and grouping



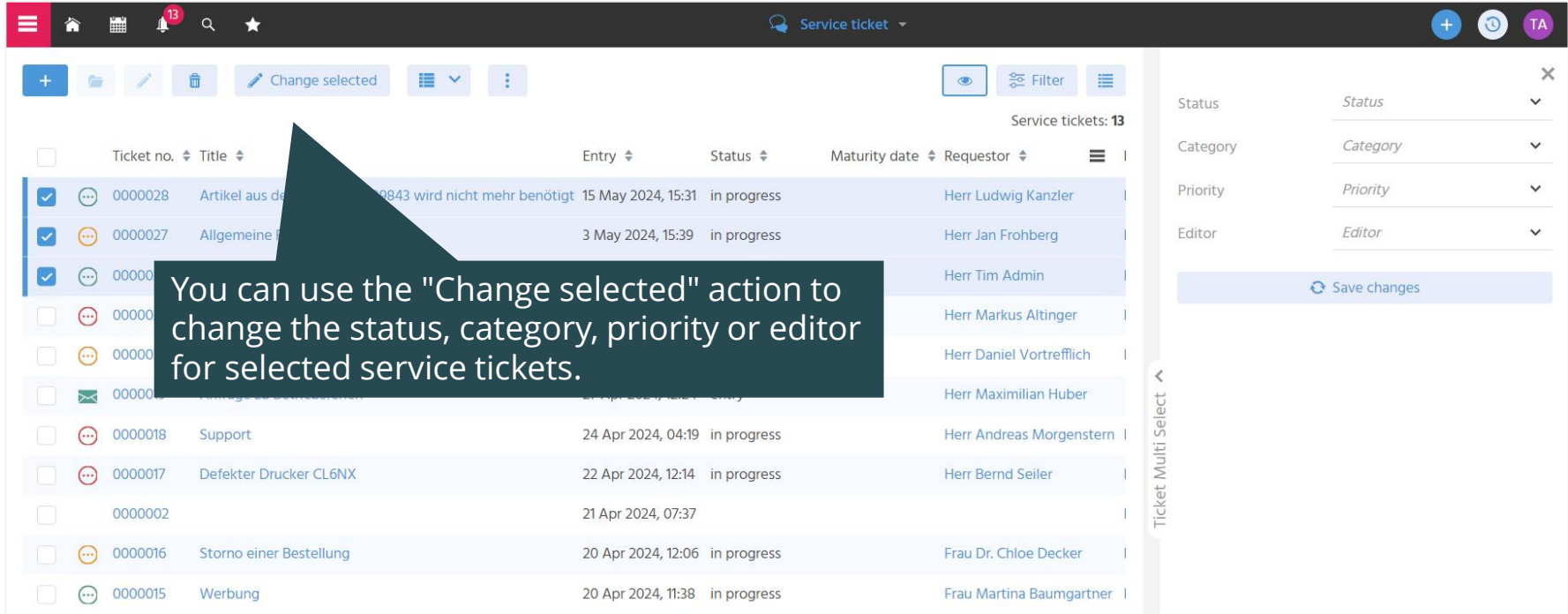
The screenshot displays the ADITO Service ticket interface. The top navigation bar includes a menu icon, home, calendar, notifications (10), search, and star icons. The main header shows 'Service ticket' with a dropdown arrow and user avatars. Below the header, a toolbar contains icons for adding, deleting, and editing tickets, along with a 'Change selected' button. The main content area shows a list of tickets with columns for Ticket no., Title, Entry, Maturity date, Requestor, Priority, Inbox, Category, and Last s. The tickets are grouped by 'Customer service' (27) and 'Harold Smith' (2). A dark blue callout box is overlaid on the ticket list, containing the text 'Use filtering and grouping' and a list of bullet points: 'for controlling', 'to filter tickets without editors and take them over', 'to assign tickets of a departed employee to a new employee', and '...'. To the right of the ticket list, a 'Filter' panel is visible, showing 'Service tickets: 27' and a 'Filter' button. The panel includes a 'Grouping' section with 'Inbox', 'Status', and 'Editor' filters, and a 'Condition' section with 'Join conditions by' (all, one) and 'New filter condition' (Property, Operator, Value) fields.

Use filtering and grouping

- for controlling
- to filter tickets without editors and take them over
- to assign tickets of a departed employee to a new employee
- ...

Service ticket

Filterview: Serial action



The screenshot displays the ADITO Service ticket interface. At the top, there is a navigation bar with a hamburger menu, home, calendar, notifications (13), search, and star icons. The main header shows 'Service ticket' with a dropdown arrow and user profile icons (+, TA). Below the header, a toolbar contains a '+', folder, edit, delete, and a 'Change selected' button. A table lists service tickets with columns: Ticket no., Title, Entry, Status, Maturity date, and Requestor. A dark blue callout box points to the 'Change selected' button and contains the text: 'You can use the "Change selected" action to change the status, category, priority or editor for selected service tickets.'

	Ticket no.	Title	Entry	Status	Maturity date	Requestor
☒	0000028	Artikel aus der 0843 wird nicht mehr benötigt	15 May 2024, 15:31	in progress		Herr Ludwig Kanzler
☒	0000027	Allgemeine	3 May 2024, 15:39	in progress		Herr Jan Froberg
☒	00000					Herr Tim Admin
☐	00000					Herr Markus Altinger
☐	00000					Herr Daniel Vortrefflich
☐	00000					Herr Maximilian Huber
☐	0000018	Support	24 Apr 2024, 04:19	in progress		Herr Andreas Morgenstern
☐	0000017	Defekter Drucker CL6NX	22 Apr 2024, 12:14	in progress		Herr Bernd Seiler
☐	0000002		21 Apr 2024, 07:37			
☐	0000016	Storno einer Bestellung	20 Apr 2024, 12:06	in progress		Frau Dr. Chloe Decker
☐	0000015	Werbung	20 Apr 2024, 11:38	in progress		Frau Martina Baumgartner

Service tickets: 13

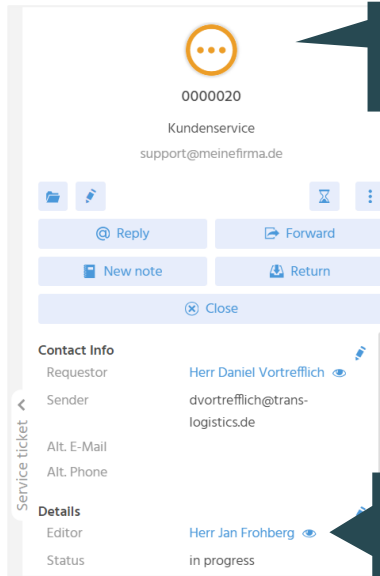
Filter

Save changes

Ticket Multi Select

Service ticket

Actions and informations in the preview



Service ticket <

0000020

Kundenservice
support@meinefirma.de

⏏ ✎ ⏸ ⋮

@ Reply Forward

New note Return

Close

Contact Info

Requestor Herr Daniel Vortrefflich

Sender dvortrefflich@trans-logistics.de

Alt. E-Mail

Alt. Phone

Details

Editor Herr Jan Froberg

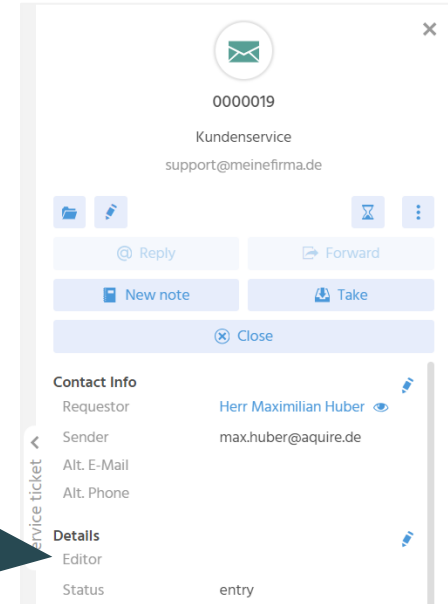
Status in progress

The icon provides information on priority and status.

Actions for further editing of the tickets. Whether the actions are available depends on the status of the ticket.

If a ticket is created manually, the creator is automatically entered as the editor.

If a ticket is created automatically, the editor remains open until the ticket is taken over.



Service ticket <

0000019

Kundenservice
support@meinefirma.de

⏏ ✎ ⏸ ⋮

@ Reply Forward

New note Take

Close

Contact Info

Requestor Herr Maximilian Huber

Sender max.huber@acquire.de

Alt. E-Mail

Alt. Phone

Details

Editor

Status entry

Service ticket



Actions and informations in the preview

Contact Info	
Requestor	Herr Daniel Vortrefflich
Sender	dvortrefflich@trans-logistics.de
Alt. E-Mail	
Alt. Phone	
Details	
Editor	Herr Jan Frohberg
Status	in progress
Priority	{TICKET_PRIORITY_MEDIUM}
Inbox	Kundenservice
Category	Feedback
Medium	E-Mail
Escalation	No
Dates	
Maturity date	
Entry	28 Apr 2024, 09:08
Begin	30 Jul 2024, 11:38
Last status change	30 Jul 2024, 11:51
End	

Contact Info of the requester.

Details

Information about the ticket.

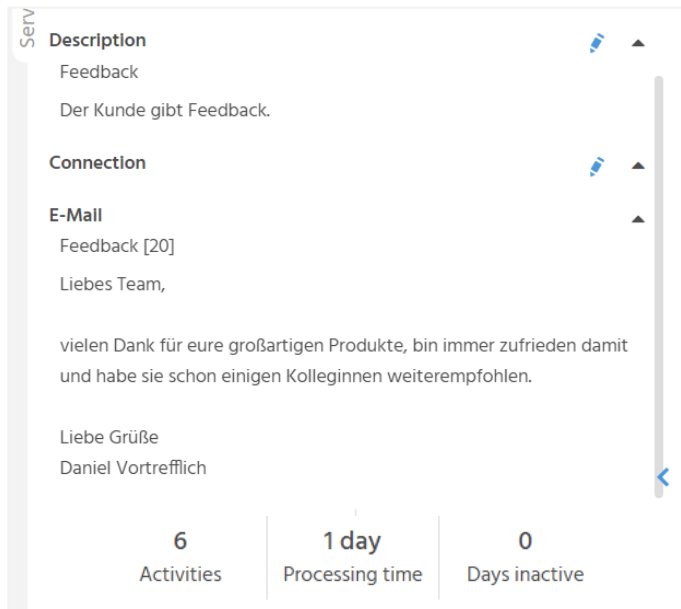
Dates

Date values related to the ticket.



Service ticket

Actions and informations in the preview



The image shows a preview of a service ticket interface. On the left, there is a vertical sidebar with the label 'Serv'. The main content area is divided into sections: 'Description' with a pencil icon and an upward arrow, containing the text 'Feedback' and 'Der Kunde gibt Feedback.'; 'Connection' with a pencil icon and an upward arrow; and 'E-Mail' with an upward arrow, containing the text 'Feedback [20]', 'Liebes Team,', a paragraph 'vielen Dank für eure großartigen Produkte, bin immer zufrieden damit und habe sie schon einigen Kolleginnen weiterempfohlen.', and 'Liebe Grüße Daniel Vortrefflich'. At the bottom, there are three statistics: '6 Activities', '1 day Processing time', and '0 Days inactive'.

Activities	Processing time	Days inactive
6	1 day	0

Description

What does the ticket include? What is the ToDo in the ticket?

Links with other datasets are displayed here.

E-Mail

For tickets that were automatically created from emails, the content of this email is displayed here.

The **processing time** is all days from start to end. If the end is still open, then start to today.

Days Inactive indicates when the ticket was last worked on. An update can be,

- a status change
- recording a new activity or
- editing the service ticket.

Service ticket



Which status values exist and when they are set must always be considered in the individually customized project.

Possible status values

Entry		Ticket has been recorded
Unassigned		Ticket is not assigned to an agent because it has been returned
Assigned		A team member assigns the ticket to another team member
In progress		Ticket has been pulled by an agent and is now being processed
Employee checks		Query was communicated to a colleague, now waiting for their feedback
Waiting		The employee is waiting for feedback
Internal request		Question was forwarded to a colleague by email
Internal reply		Colleague feedback has been received by email
Request		Query sent to customer by email
Customer checks		Query was communicated to customer, now waiting for their feedback
Reply		Customer feedback has been received by email
Re-open		Ticket has been reopened (manually or automatically)
Resubmitted		Maturity date has been entered
Completed		Ticket was finalized and was closed with conclusion

Service ticket



Which status values exist and when they are set must always be considered in the individually customized project.

Icon: Priority and status

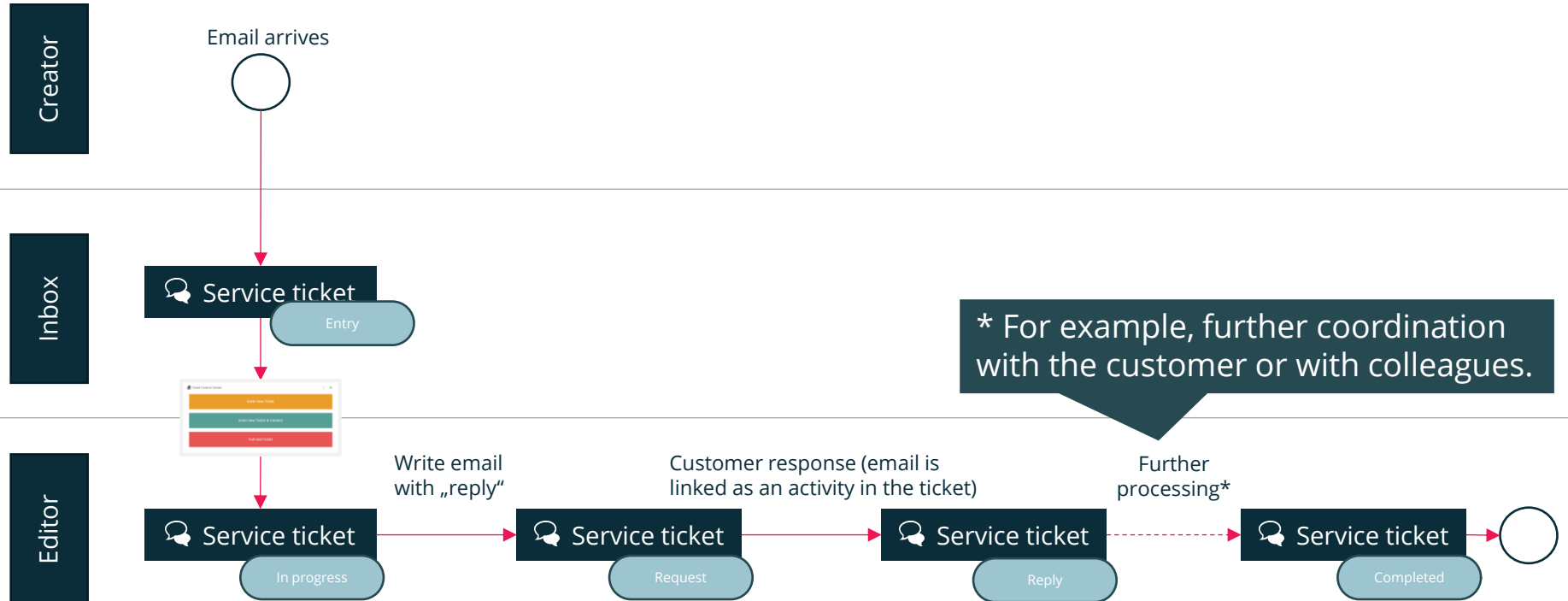
Status \ Priority	Entry	Unassigned	Assigned	In progress	Employee checks	Waiting	Internal request	Internal replay	Request	Customer checks	Reply	Re-open	Resubmitted	Completed
None														
Low														
Medium														
High														

Edit Service ticket



Edit Service ticket

Example process

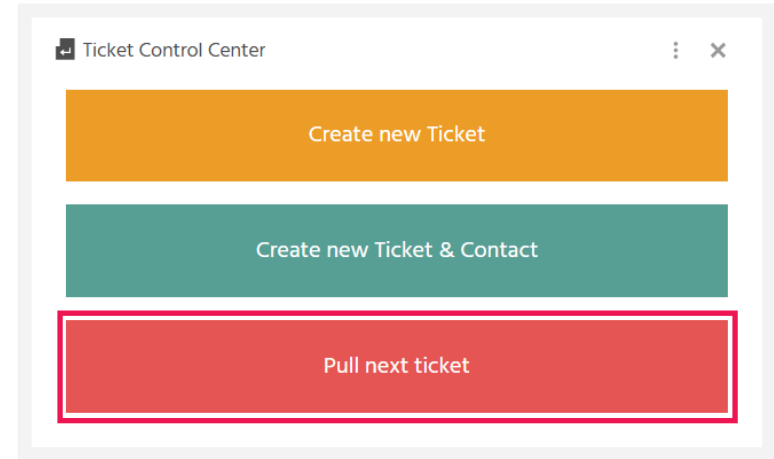


Service ticket – Actions for editing

Pull next ticket

You can have a **ticket assigned to you** by clicking on the **"Pull next ticket" button** on the "Ticket Control Center" dashlet in the "Service Dashboard" context. A ticket opens and

- the **user** logged into the system **is entered as the editor**,
- the **status** of the service ticket is changed to **"in progress"**.



Which ticket is pulled depends on

- the priority of the ticket
- the entry date and
- which employee group you are assigned to (setting in Service Administration).

Service ticket – Actions for editing

Pull next ticket

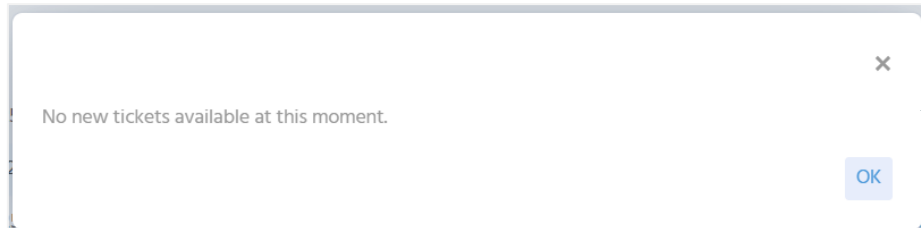
	☐	Ticket no. ▾	Title ▾	Entry ▾	Status ▾	Maturity date ▾	Priority ▾
3	☐	0000022	Retoure	30.08.2023, 13:58	nicht zugeordnet		hoch
5	☐	0000020	Feedback	27.08.2023, 09:08	nicht zugeordnet		mittel
2	☐	0000018	Support	23.08.2023, 04:19	nicht zugeordnet		hoch
4	☐	0000016	Storno einer Bestellung	19.08.2023, 12:06	nicht zugeordnet		mittel
6	☐	0000014	Reklamation eines Produkts	18.08.2023, 11:29	nicht zugeordnet		niedrig
1	☐	0000009	Beschwerde	10.08.2023, 14:05	nicht zugeordnet	12.08.2023	hoch

The order in which the specified tickets are drawn.

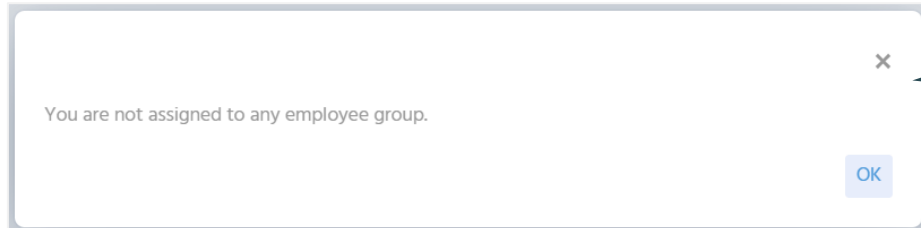
When executing the “Pull next ticket” action, **tickets without an assignee** and with a **“high” priority** are assigned first. If there are several tickets with “high” priority, the entry date is also checked and the oldest ticket with “high” priority is assigned. If there are no more tickets with “high” priority, tickets with “medium” priority are assigned, followed by those with “low” priority.

Service ticket – Actions for editing

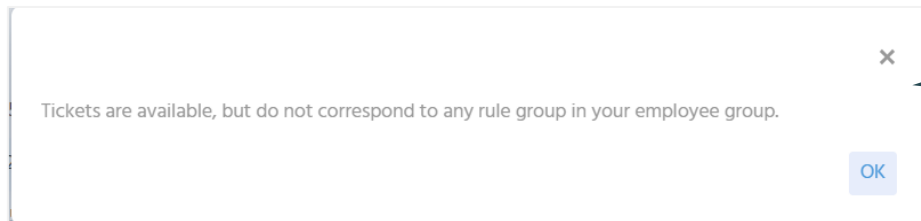
Messages that may be displayed after performing the “Pull next ticket” action.



This message is displayed when there are no service tickets without an editor.



This message is displayed if there are tickets without an editor, but you are not assigned to an employee group (assignments in the system are made by the administrator).



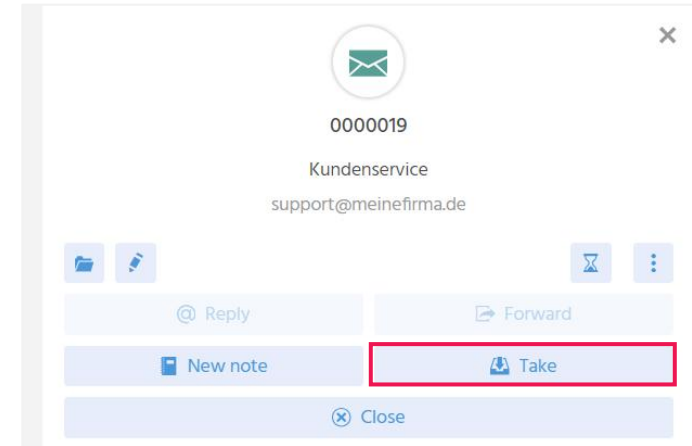
This message is displayed when there are tickets without an editor and you are assigned to an employee group, but the tickets cannot be processed by members of your employee group.

Service ticket – Actions for editing

Take or return ticket

You can also **deliberately select and accept a ticket** from the filter view of the "Service ticket" context. To do this, click on the "Take" button in the preview of a service ticket. This will

- enter the user logged into the system as the editor,
- change the status of the service ticket to "in progress".



The "Take" button is only visible if no editor is assigned to the service ticket. If an editor is stored, you will find the "Return" button here.

Service ticket – Actions for editing

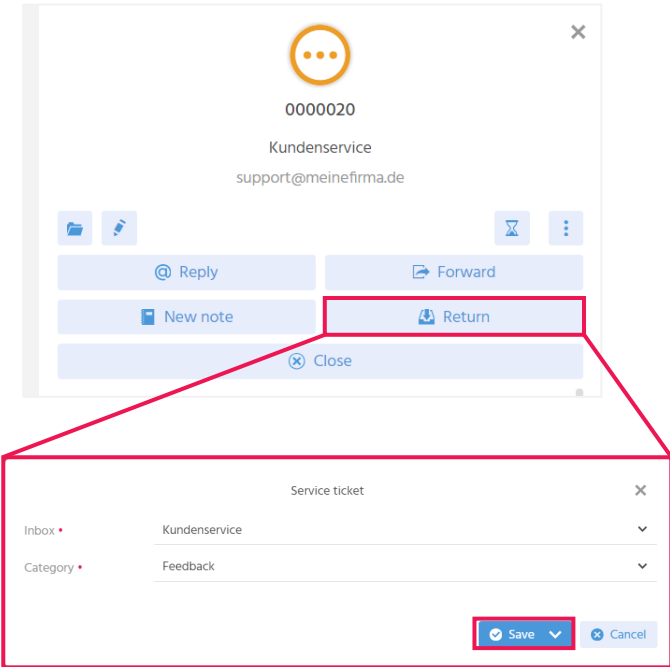
Take or return ticket

If you are entered as an editor for a **service ticket** that **you cannot edit**, click the "Return" button. An overlay opens in which you can change the inbox and the category of the service ticket if the ticket is incorrectly assigned. By saving, the service ticket is **released for selection** again. With the Save

- you will be **removed as the editor** of the service ticket
- the **status** of the service ticket is changed to **"unassigned"**.
- an activity is created that documents the return.



The "Return" button is only visible if an editor is assigned to the service ticket. If no editor is stored, you will find the "Take" button at this point.



Service ticket – Actions for editing

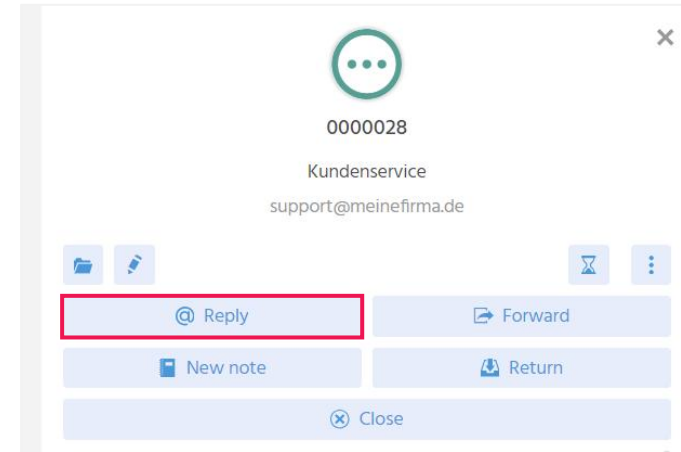
Reply (external communication)

The "Reply" button is only active

- if you are the editor,
- if "Send emails" = "Yes" in the assigned inbox and
- if the assigned inbox is active.

If you click on the "Reply" button, then

- an overlay for email processing opens
 - The email address from the first mailbox in the inbox is always used as the sender
 - The email address stored with the requestor is entered as the recipient and any other email addresses defined in the "Recipients" tab.
- the **status** of the service ticket is changed to **"Request"** as soon as you confirm the email dispatch with "Save".



If a bounce/autoresponder is returned, an activity with the relevant information is created in the service ticket and a notification is sent to the person responsible.

Service ticket – Actions for editing

Reply (external communication)

Status that is set in the ticket when the email is sent.

From • support@meinefirma.de

To

+ Mr. Thomas Bauer

▼ t.bauer@ad.com

Contact

▼ Email address

CC

+ Contact

▼ Email address

BCC

+ Contact

▼ Email address

Subject • Re: Feedback [29]

Document templates

Document templates

Content to forward

Input

Name ↕	Language ↕
Allgemein_Standardvorlage	German
Betriebsferien_Standardvorlage	German
Geschäftszeiten_Standardvorlage	German
Werbung_Standardvorlage	German

Document templates associated with the service ticket will be displayed here if they are stored in the system (possibly different depending on the ticket category).

Service ticket – Actions for editing

Reply (external communication)

Email

+ Contact

▼ Email address

Subject •

Re: Storno Bestellung [1135]

Document templates

Document templates

Content to forward

Content to forward

Input

Current ticket

Antwort Kunde 13.12.2024 07:02

Automatische Sendung an Kunde 06.12.2024 13:29

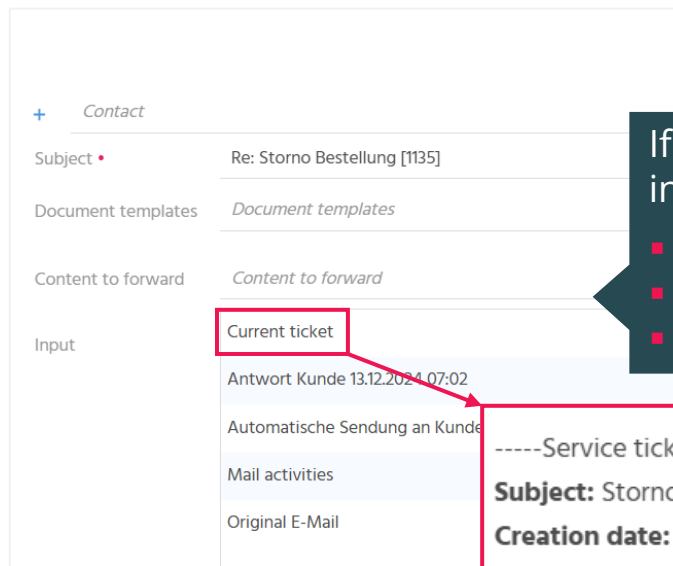
Mail activities

Original E-Mail

In the "Content to forward" field, you can select which history you would like to display in the e-mail to be sent.

Service ticket – Actions for editing

Reply (external communication)



+ Contact	
Subject •	Re: Storno Bestellung [1135]
Document templates	Document templates
Content to forward	Content to forward
Input	Current ticket Antwort Kunde 13.12.2024 07:02 Automatische Sendung an Kunde Mail activities Original E-Mail

If you select “Current ticket”, the following information stored in the ticket will be displayed in the e-mail history:

- The subject of the original e-mail
- The date on which the ticket was created
- The description stored in the ticket

-----Service ticket-----

Subject: Storno Bestellung[1135]

Creation date: 06.12.2024 13:29

Description: Der Kunde möchte seine Bestellung aus folgendem Grund stornieren:

Service ticket – Actions for editing

Reply (external communication)

+ Contact	
Subject •	Re: Storno Bestellung [1135]
Document templates	Document templates
Content to forward	Content to forward
Input	Current ticket Antwort Kunde 13.12.2024 07:02 Automatische Sendung an Kunde 06.12.2024 13:29 Mail activities Original E-Mail

If emails relating to the ticket are sent or received and linked to the ticket, they are displayed here for selection. By selecting a specific email, only the text of this email is displayed in the history.

-----Originale Meldung-----

Aktivität Betreff: Automatische Sendung an Kunde

Gesendet: 06.12.2024 13:29

Storno Bestellung [1135]

Guten Tag,

vielen Dank für Ihre E-Mail.

Gerne kümmern wir uns so schnell wie möglich um Ihr Anliegen. Da uns zurzeit ungewöhnlich viele Anfragen erreichen, bitten wir Sie um etwas Geduld, bis wir uns verlässlich bei Ihnen melden. Vielen Dank!

Mit freundlichen Grüßen

Ihr Kundenservice von meineFirma GmbH

meineFirma GmbH

Service ticket – Actions for editing

Reply (external communication)

+ Contact	
Subject •	Re: Storno Bestellung [1135]
Document templates	Document templates
Content to forward	Content to forward
Input	Current ticket Antwort Kunde 13.12.2024 07:02 Automatische Sendung an Kunde 06.12.2024 13:29 Mail activities Original E-Mail

If you select "Mail activities", the entire e-mail history is displayed, i.e. all e-mails linked to the service ticket.

Guten Tag,

vielen Dank für Ihre E-Mail.
Gerne kümmern wir uns so schnell wie möglich um Ihr Anliegen. Da uns zurzeit ungewöhnlich viele Anfragen erreichen, bitten wir Sie um etwas Geduld, bis wir uns verlässlich bei Ihnen melden. Vielen Dank!

Mit freundlichen Grüßen
Ihr Kundenservice von meineFirma GmbH

meineFirma GmbH
Liebigstraße 3
Deutschland - 84051 Essenbach

Telefon: 0800/100 100 200
E-Mail: support@meinefirma.de
Internet: meinefirma.adito.de

 **meineFirma**

meineFirma GmbH | Geschäftsführer: Susanne Lustig, Tim Admin
Registergericht AG Landshut HRB 2403 | Ust-IdNr. DE 128946565

-----Originale Meldung-----
Von: r.felsi@adito.de
An: dev-xrmservice@adito.de
Gesendet: 06.12.2024 13:29
Betreff: Storno Bestellung[1135]

Hallo Frau Sommer,

bei der heutigen Bestellung ist mir ein Fehler unterlaufen.
Bitte stornieren Sie die Bestellung. Eine korrigierte Bestellung sende ich Ihnen innerhalb der nächsten Stunde zu.

Viele Dank und beste Grüße

Service ticket – Actions for editing

Reply (external communication)

Contact

Subject •

Re: Storno Bestellung [1135]

Document templates

Document templates

Content to forward

Content to forward

Input

Current ticket

Antwort Kunde 13.12.2024 07:02

Automatische Sendung an Kunde 06.12.2024 13:29

Mail activities

Original E-Mail

-----Originale Meldung-----

Von: r.felsl@adito.de

An: dev-xrmservice@adito.de

Gesendet: 06.12.2024 13:29

Betreff: Storno Bestellung[1135]

Hallo Frau Sommer,

bei der heutigen Bestellung ist mir ein Fehler unterlaufen.

Bitte stornieren Sie die Bestellung. Eine korrigierte Bestellung sende ich Ihnen innerhalb der nächsten Stunde zu.

Viele Dank und beste Grüße

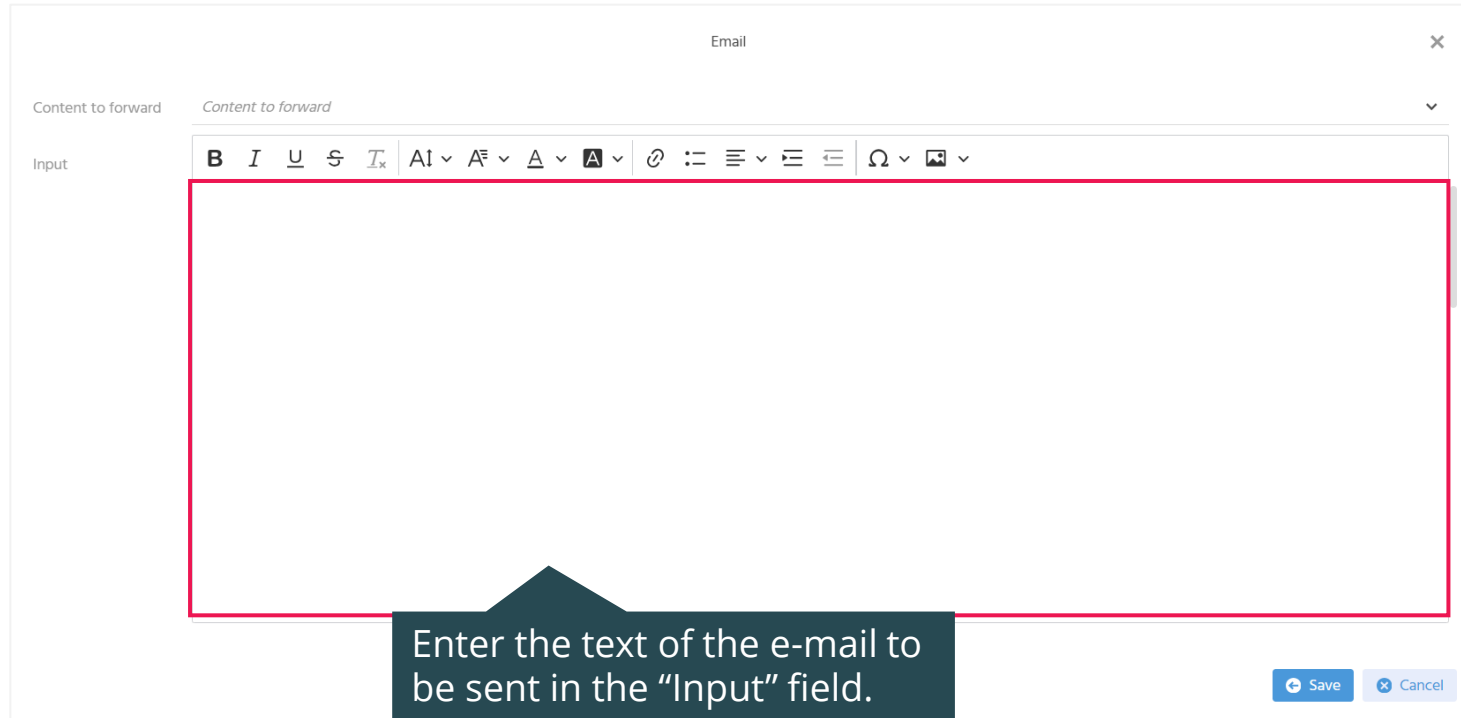
Ursula Kramer

Einkauf

If you select "Original E-Mail", only the email that initially created the ticket will be displayed in the history.

Service ticket – Actions for editing

Reply (external communication)



Email

Content to forward

Content to forward

Input

B *I* U ~~ABC~~ A A [Link](#)

-
- 1

-
- 1

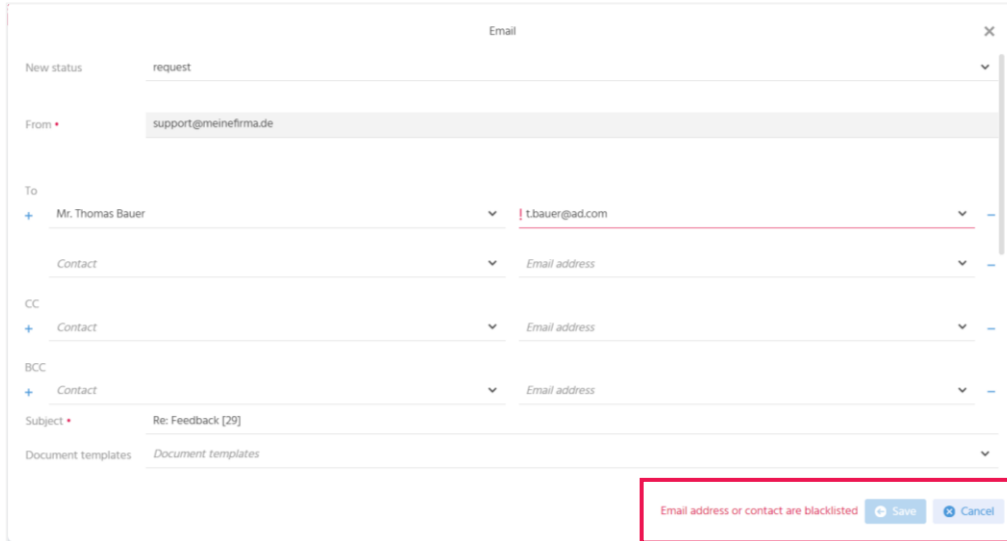
 

Enter the text of the e-mail to be sent in the "Input" field.

Save Cancel

Service ticket – Actions for editing

Reply – Email address on blacklist



The screenshot shows an email composition window titled "Email" with a close button (X) in the top right corner. The "New status" is set to "request". The "From" field contains "support@meinefirma.de". The "To" field lists "Mr. Thomas Bauer" with a dropdown arrow and a red warning icon next to the email address "t.bauer@ad.com". Below the "To" field, there are fields for "Contact" and "Email address", each with a dropdown arrow. The "CC" field lists "Contact" with a dropdown arrow and an "Email address" field with a dropdown arrow. The "BCC" field lists "Contact" with a dropdown arrow and an "Email address" field with a dropdown arrow. The "Subject" field contains "Re: Feedback [29]". The "Document templates" field contains "Document templates". At the bottom of the form, there is a red-bordered box containing the text "Email address or contact are blacklisted" and two buttons: "Save" and "Cancel".

If you attempt to send an email from a service ticket to a recipient who is on the blacklist, you will receive the notification: "Email address or contact is blacklisted".

Email address or contact are blacklisted

Save

Cancel

Service ticket – Actions for editing

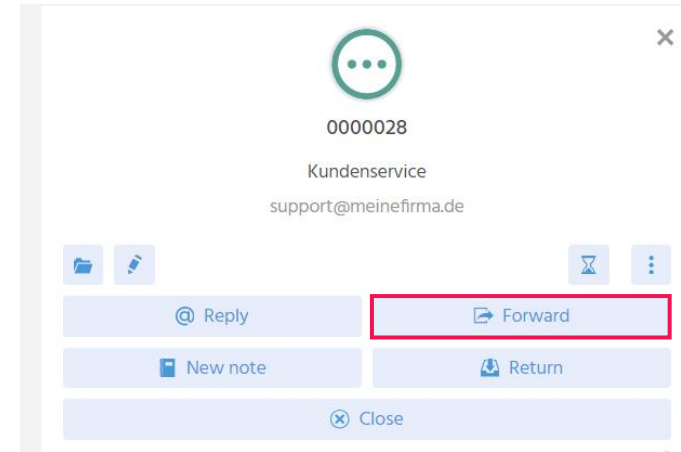
Forward (internal communication)

The "Forward" button is only active

- if you are the editor,
- if "Send emails" = "Yes" in the assigned mailbox and
- if the assigned inbox is active.

If you click on the "Forward" button

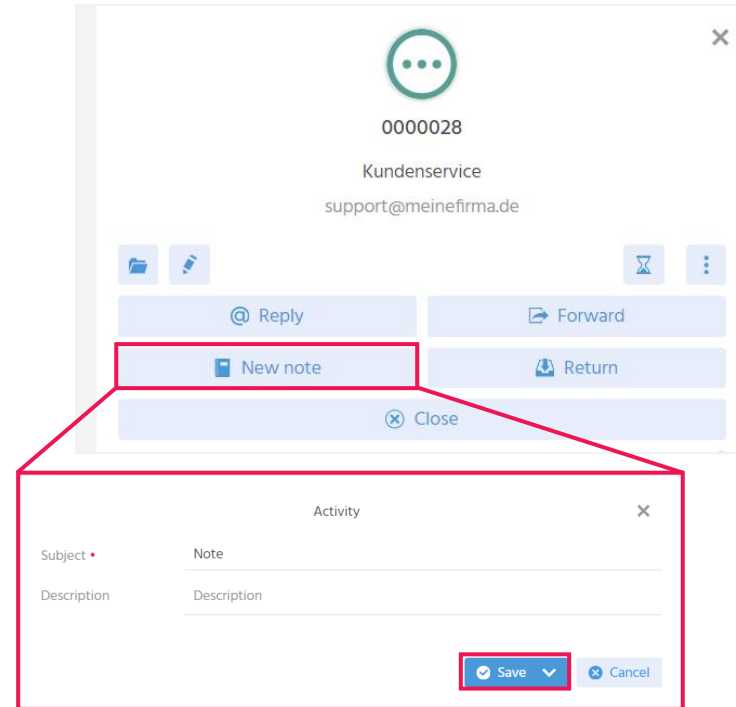
- an overlay for email processing opens
 - The email address from the first mailbox in the inbox is always used as the sender
 - Any email addresses defined in the "Recipients" tab are entered as recipients.
- you can **only select colleagues as recipients**
- the **status** of the service ticket is changed to **"Internal request"** as soon as you confirm the email dispatch with "Save"



Service ticket – Actions for editing

New note

Clicking the "New note" button will open an **overlay** where you can provide a **subject and the content of the note**. Upon saving the note, an **activity** is created that is **linked with the service ticket** (category: note, direction: internal). Any user can create a note, regardless of their status as an editor. The activity can be edited at any time thereafter. For instance, during a telephone call, you may enter brief key points in the overlay and later refine them in the activity to ensure clarity for colleagues.



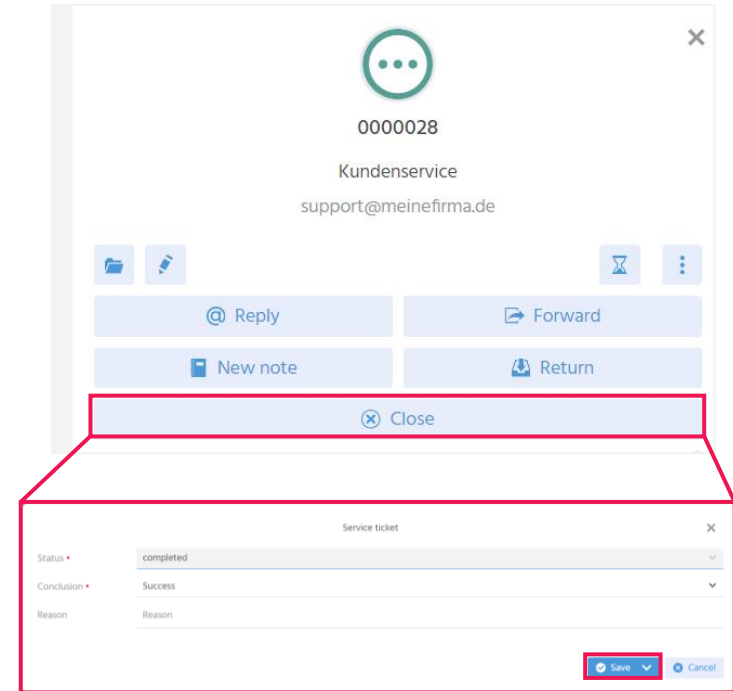
Service ticket – Actions for editing

Close

Clicking the "Close" button **will open an overlay**. The **status** of the service ticket is **pre-assigned there as "completed"**. The following options are available for selection in the **"Conclusion"** field:

- **Success**
- **Failure (customer)** – e.g. no customer feedback after a defined period of time
- **Failure (employee)**

You may explain why the ticket was closed, e.g. "Error was fixed by performing xy." Saving the informations will generate an activity that is linked to the service ticket (category: system, direction: internal).

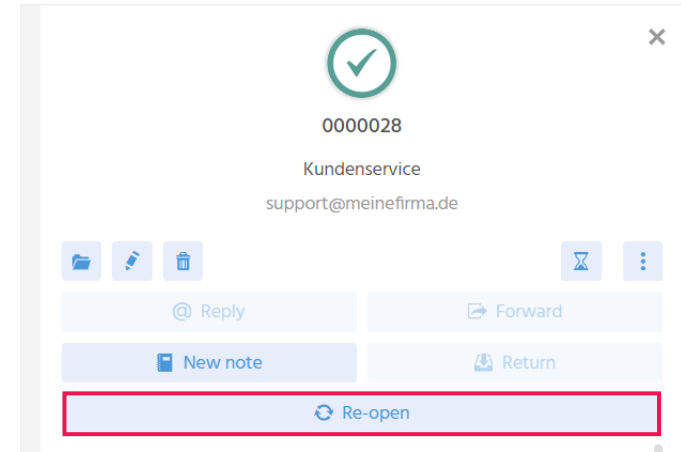


The screenshot displays the ADITO service ticket interface. At the top, there is a green circular icon with three dots, followed by the ticket ID '0000028', the department 'Kundenservice', and the email 'support@meinefirma.de'. Below this, there are icons for folder, edit, timer, and a menu. The main action buttons are 'Reply', 'Forward', 'New note', and 'Return'. A red box highlights the 'Close' button. Below the 'Close' button, an overlay form is shown. The form has a title 'Service ticket' and a close button. It contains three fields: 'Status' with a dropdown menu showing 'completed', 'Conclusion' with a dropdown menu showing 'Success', and 'Reason' with a text input field. At the bottom right of the form, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

Service ticket – Actions for editing

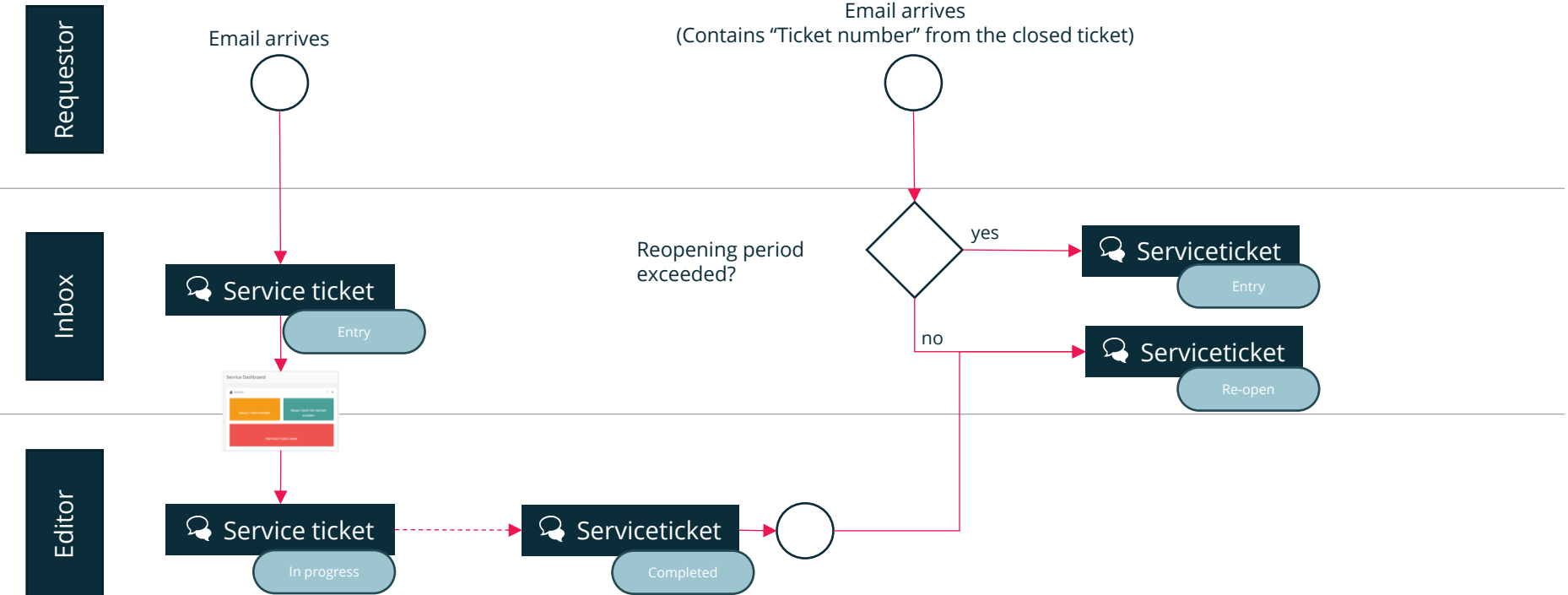
Re-open

- **Automatically:** If an email is received for an already closed service ticket that contains the ticket number of the closed ticket and the time period defined in the inbox for reopening has not been exceeded, no new service ticket is created, but the “old” one is set to the status “re-open”.
- **Manually:** You can manually set a service ticket to the status “re-open” at any time.
- An activity is created that documents that the ticket has been reopened (category: system, direction: internal). The activity is linked to the service ticket.



Service ticket – Actions for editing

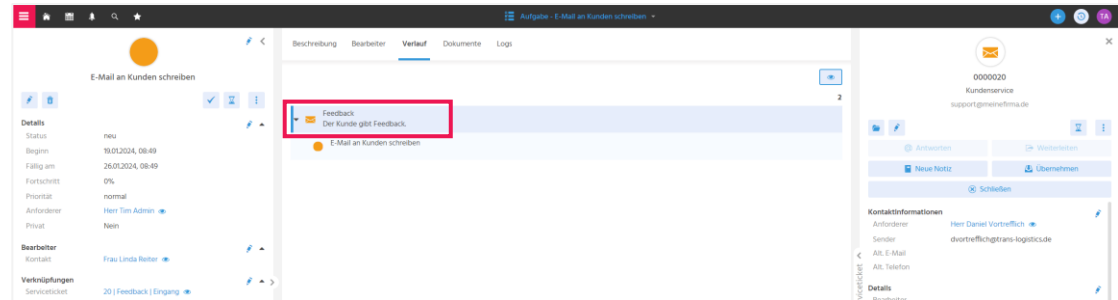
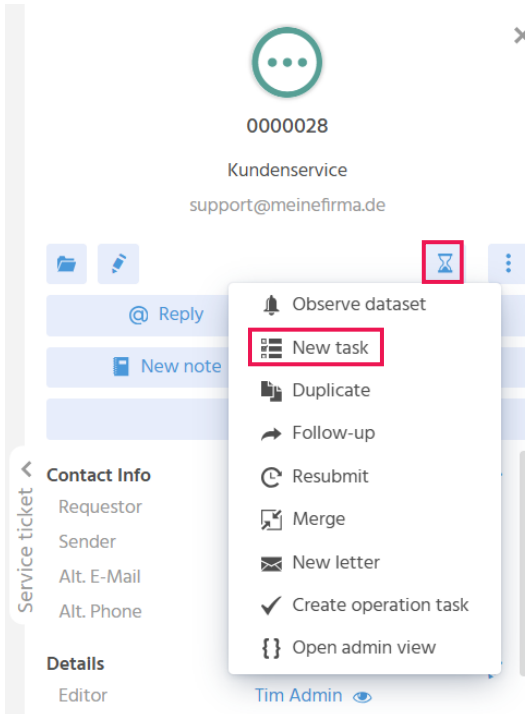
Example process „Reopen ticket“



Service ticket – Actions for editing

New task/new activity

If you create an activity or task from a service ticket, the service ticket is displayed in the activity/task in the “History” tab. A link to the service ticket is also displayed in the activity/task.



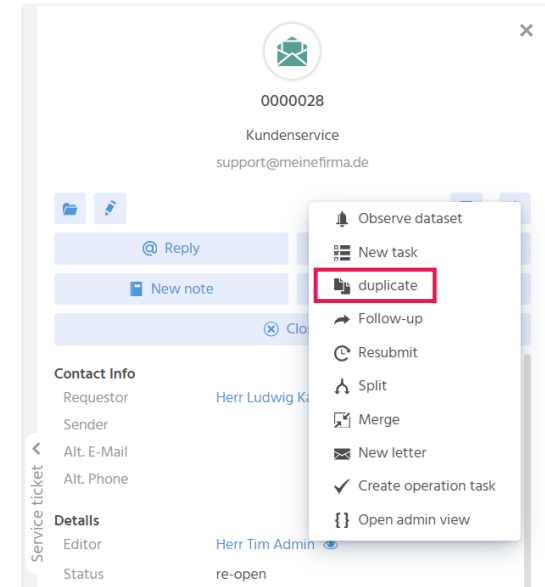
Service ticket – Actions for editing

Duplicate

Use the “**Duplicate**” action to **copy an existing service ticket**. The information from the existing service ticket is transferred to the editing view and can be adjusted there.

When a user performs the action, they are entered as an editor in the new ticket and the status is set to “in progress”.

An activity is created in both the original service ticket and the duplicated service ticket. In the description of the activity, is documented that the ticket was duplicated or created by duplication. The ticket number of the other ticket is also documented.



Service ticket – Actions for editing

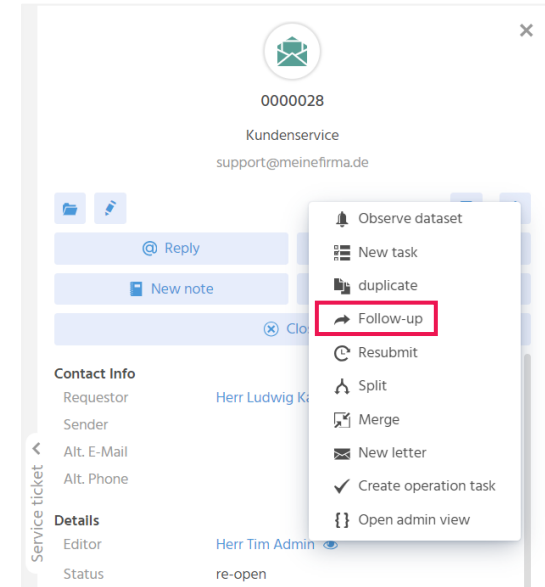
Follow-up ticket

As a rule, you create a follow-up ticket if an **issue** arises from a ticket that is to be **processed in a separate ticket**.

The **tickets are linked to each other** and are each displayed in the “Link” area.

The user logged in to the system is entered as an editor in the new ticket and the status is set to “in progress”.

An **activity is created** that is linked to both the original service ticket and the follow-up ticket. In the description of the activity, the ticket number and the title of the ticket are entered for both tickets.



Service ticket – Actions for editing

Resubmit

When you perform the “Resubmit” action, **an overlay opens**. There you can

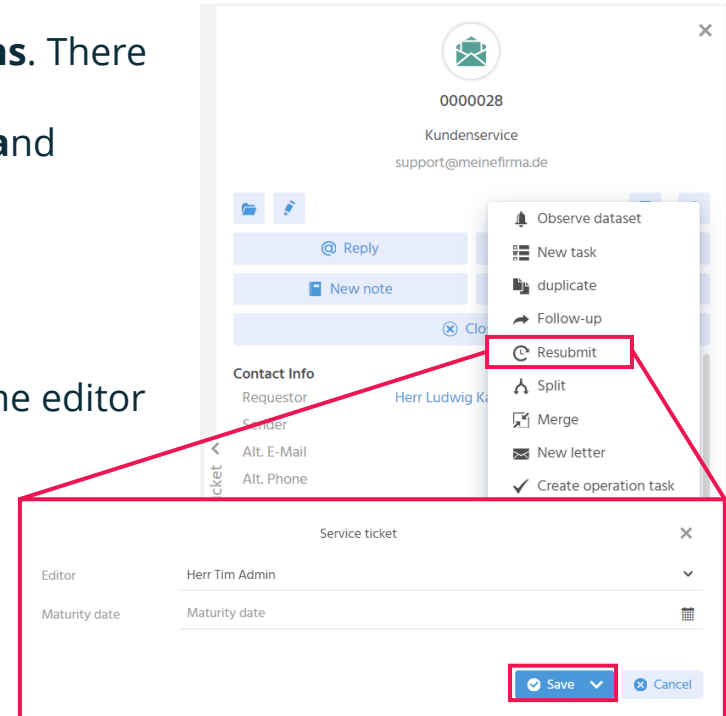
- **change the editor** (e.g. if a colleague has to take over) and
- **set a maturity date**.

When you save,

- the **status** of the service ticket is set to “**Resubmitted**”,
- an **activity is created** in which the maturity date and the editor are documented.

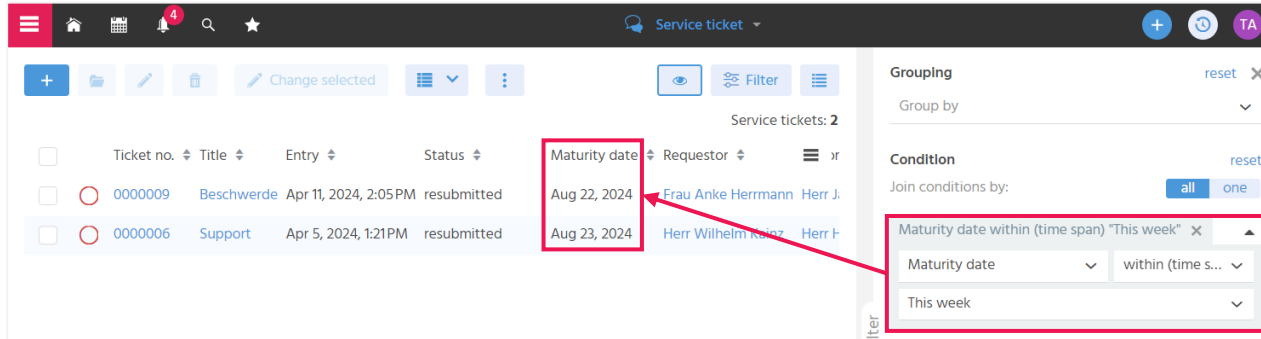


The maturity date is displayed both in the preview of the service ticket and in the filter view of the “Service ticket” context.



Service ticket – Actions for editing

Maturity date



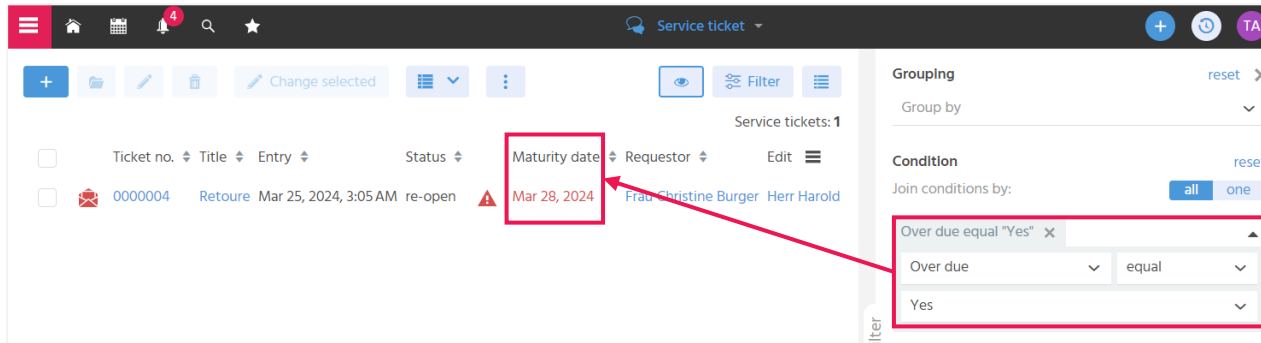
Service tickets: 2

Ticket no.	Title	Entry	Status	Maturity date	Requestor
0000009	Beschwerde	Apr 11, 2024, 2:05 PM	resubmitted	Aug 22, 2024	Frau Anke Herrmann Herr J.
0000006	Support	Apr 5, 2024, 1:21 PM	resubmitted	Aug 23, 2024	Herr Wilhelm Kaiser Herr J.

Filter: Maturity date within (time span) "This week"

Maturity date within (time span) "This week"

To keep an eye on **tickets with a maturity date**, use the "Maturity date" filter property.



Service tickets: 1

Ticket no.	Title	Entry	Status	Maturity date	Requestor
0000004	Retoure	Mar 25, 2024, 3:05 AM	re-open	Mar 28, 2024	Frau Christine Burger Herr Harold

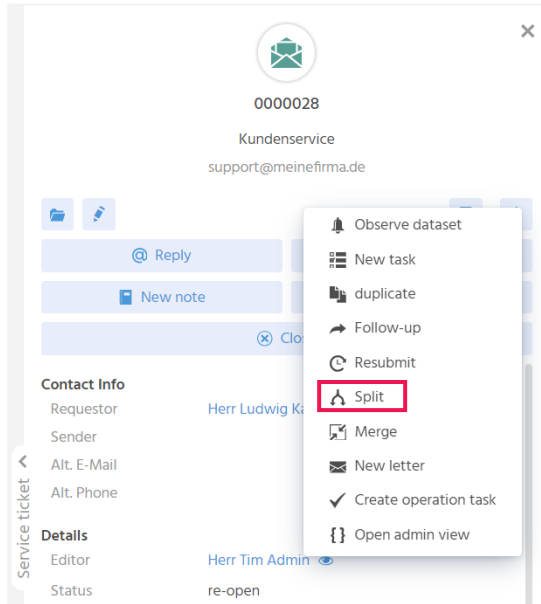
Filter: Over due equal "Yes"

Over due equal "Yes"

To see **tickets that are already overdue**, filter on "Overdue equal Yes".

Service ticket – Actions for editing

Split



You **use the “Split” action** if you want to **duplicate a ticket** and **split existing activities** between the remaining and the new ticket. This could be the case, for example, if two issues, such as a return and a complaint, were processed at the same time in one ticket.

When you execute the “Split” action, a SmallEdit opens. There you can select all activities of the service ticket. **Select the activity at which the service ticket is to be split.** The selected activity and all newer activities are saved in the new ticket, the remaining activities remain in the old ticket.

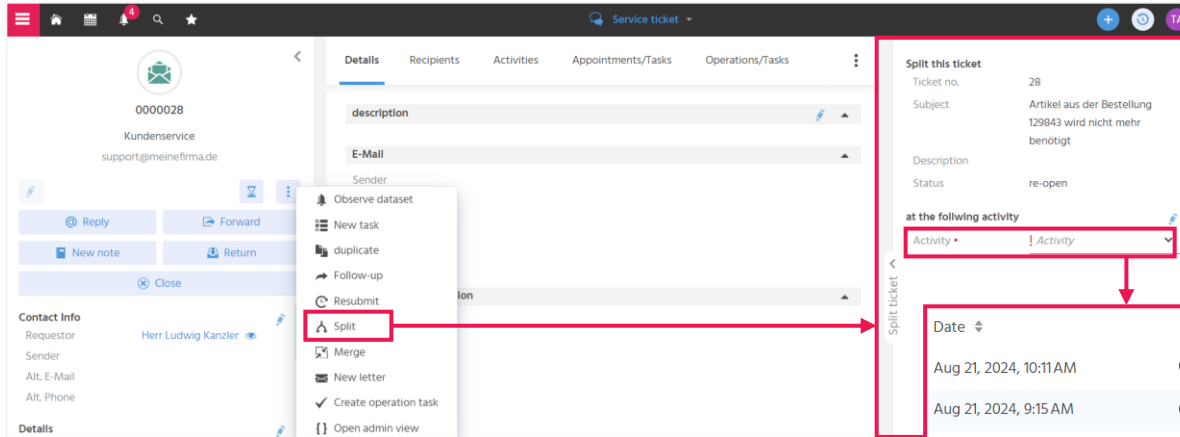
Depending on the selected activity (date, time), documents and links are also transferred to the new service ticket.



- The ‘Split’ action is only displayed if activities are stored in the service ticket.
- A service ticket can also be split if no requestor is specified.

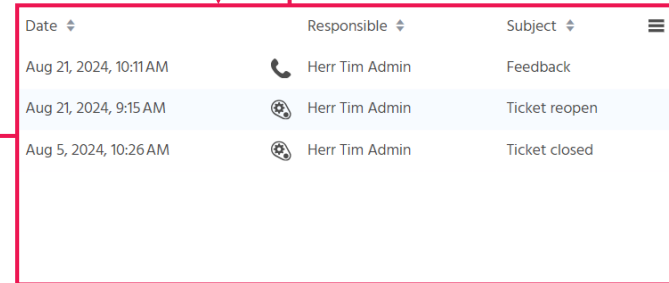
Service ticket – Actions for editing

Split



The screenshot shows the ADITO service ticket interface. On the left, a sidebar displays contact information for 'Kundenservice' (support@meinefirma.de) and a list of actions: Reply, Forward, New note, Return, Close, Split (highlighted with a red box), Merge, New letter, Create operation task, and Open admin view. The main area shows the 'Details' tab of a service ticket with fields for description, E-Mail, and Sender. A context menu is open over the 'Split' action, showing options like 'Observe dataset', 'New task', 'duplicate', 'Follow-up', 'Resubmit', and 'Split' (highlighted with a red box). A red arrow points from the 'Split' action in the context menu to the 'Split this ticket' dialog box on the right.

An activity is created in both tickets. In the description of the activity is documented that the ticket has been split or that it has been created by splitting. In each case the ticket number of the other ticket is also documented.

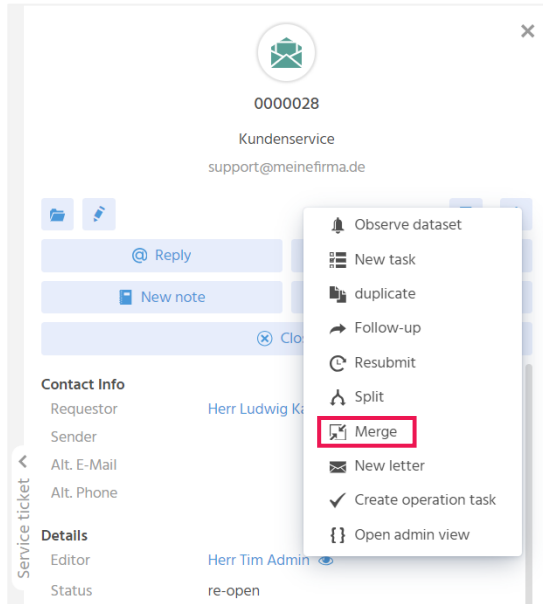


The screenshot shows the 'Split this ticket' dialog box and the resulting activity log. The dialog box has fields for 'Ticket no.' (28), 'Subject' (Artikel aus der Bestellung 129843 wird nicht mehr benötigt), 'Description', and 'Status' (re-open). Below these fields is a section 'at the following activity' with a dropdown menu showing 'Activity' and '! Activity'. A red arrow points from the 'Split this ticket' dialog box to the activity log table below.

Date	Responsible	Subject
Aug 21, 2024, 10:11 AM	Herr Tim Admin	Feedback
Aug 21, 2024, 9:15 AM	Herr Tim Admin	Ticket reopen
Aug 5, 2024, 10:26 AM	Herr Tim Admin	Ticket closed

Service ticket – Actions for editing

Merge



You use the “Merge” action if you want to **merge two tickets into one ticket**. For example, if a second ticket has been accidentally created for the same issue.

When you perform the “Merge” action, a SmallEdit opens. There you can select all service tickets that have not yet been completed. All information from the selected ticket is transferred to the ticket that is already open. The description of the ticket that is closed is created as an activity in the ticket that is retained for editing.

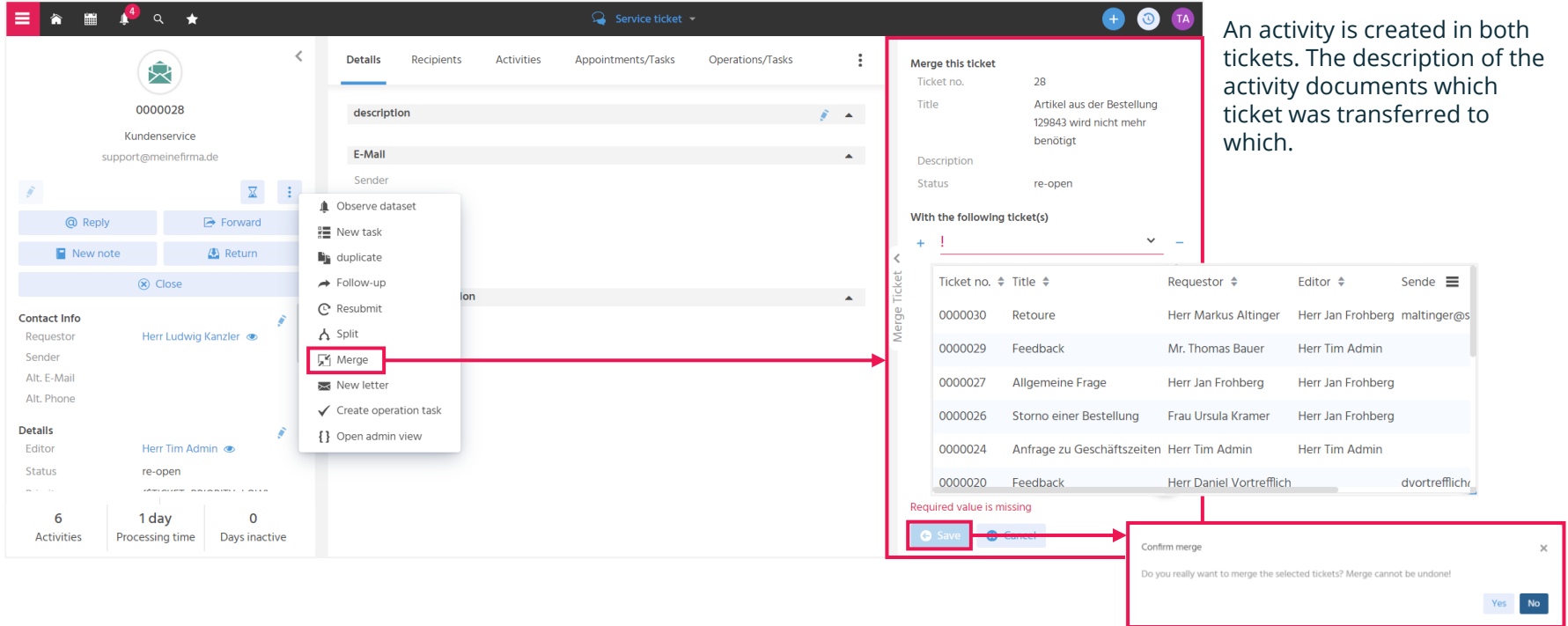
For the ticket that has been integrated into the other

- the status is set to “completed”
- the conclusion is set to “merged”.

The ticket cannot be reopened.

Service ticket – Actions for editing

Merge



The screenshot illustrates the process of merging service tickets in the ADITO system. The interface is divided into several sections: a left sidebar with navigation and contact information, a central details panel, and a right-hand merge dialog.

Left Sidebar: Displays contact information for "Kundenservice" (support@meinefirma.de) and "Herr Ludwig Kanzler". It includes buttons for Reply, Forward, New note, Return, and Close. Below this is a "Details" section showing the editor "Herr Tim Admin" and the status "re-open". At the bottom, a summary bar shows 6 Activities, 1 day Processing time, and 0 Days inactive.

Central Details Panel: Shows the "Details" tab for a service ticket. It includes fields for "description", "E-Mail", and "Sender". A context menu is open over the "Merge" option, which is highlighted with a red box. Other options include "Observe dataset", "New task", "duplicate", "Follow-up", "Resubmit", "Split", "New letter", "Create operation task", and "Open admin view".

Right-Hand Merge Dialog: Titled "Merge this ticket", it shows the ticket number (28), title ("Artikel aus der Bestellung 129843 wird nicht mehr benötigt"), description, and status ("re-open"). Below this, a table lists the tickets to be merged:

Ticket no.	Title	Requestor	Editor	Sender
0000030	Retoure	Herr Markus Altinger	Herr Jan Froberg	maltinger@...
0000029	Feedback	Mr. Thomas Bauer	Herr Tim Admin	
0000027	Allgemeine Frage	Herr Jan Froberg	Herr Jan Froberg	
0000026	Storno einer Bestellung	Frau Ursula Kramer	Herr Jan Froberg	
0000024	Anfrage zu Geschäftszeiten	Herr Tim Admin	Herr Tim Admin	
0000020	Feedback	Herr Daniel Vortrefflich		dvortrefflich@...

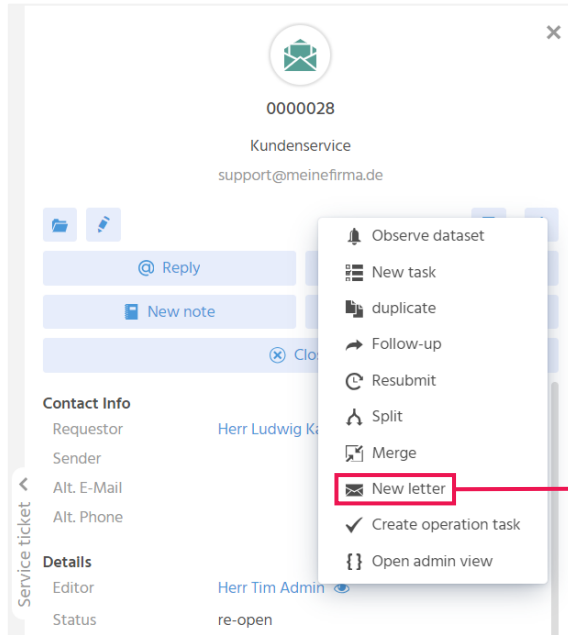
Below the table, a "Required value is missing" error message is displayed. The "Save" button is highlighted with a red box, and an arrow points from it to a "Confirm merge" dialog box.

Confirm merge dialog: A modal dialog asking "Do you really want to merge the selected tickets? Merge cannot be undone!". It has "Yes" and "No" buttons.

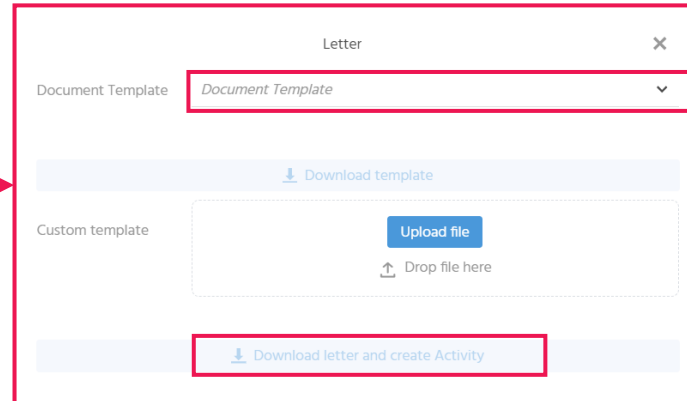
Text Annotation: A red box on the right side of the image contains the text: "An activity is created in both tickets. The description of the activity documents which ticket was transferred to which."

Service ticket – Actions for editing

New letter

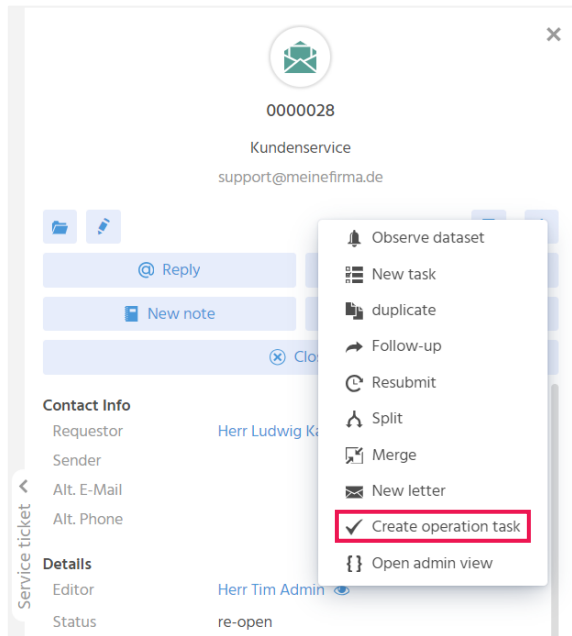


When you perform the “New letter” action, an overlay opens. Select a document template there and click on the “Download letter and create Activity” button. This will download a Word file that you can edit if necessary and print .



Service ticket – Actions for editing

Create operation task



When you execute the “Create operation task” action, the editing view of the operation task opens, where you can create the operation task.

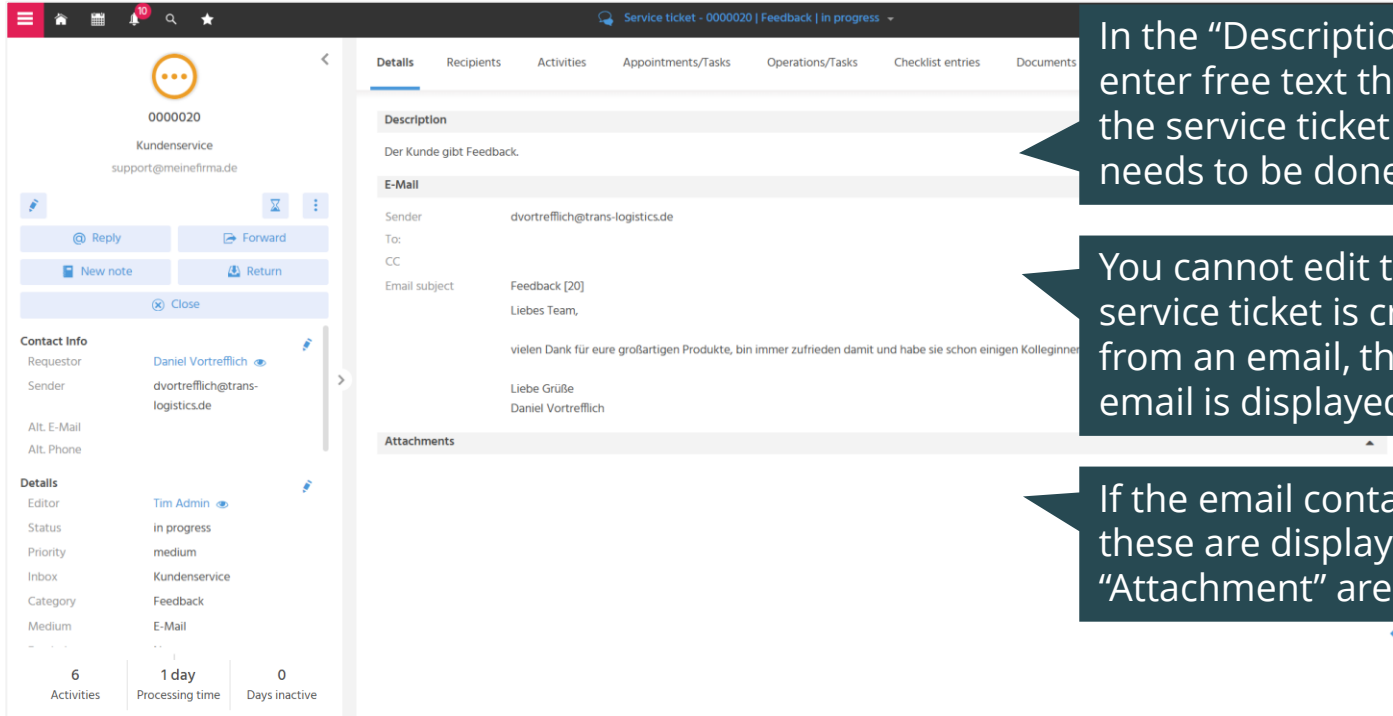
You can find more information on operations and operation tasks in the training documents for the “External work” menu group.

Tabs in the service ticket



Tabs in the service ticket

Tab „Details“



The screenshot displays the ADITO service ticket interface. The top navigation bar shows the service ticket ID '0000020' and its status 'Feedback | In progress'. The left sidebar contains a 'Contact Info' section with the requester 'Daniel Vortrefflich' and a 'Details' section with the editor 'Tim Admin'. The main content area is divided into tabs: 'Details', 'Recipients', 'Activities', 'Appointments/Tasks', 'Operations/Tasks', 'Checklist entries', and 'Documents'. The 'Details' tab is active, showing a 'Description' field with the text 'Der Kunde gibt Feedback.', an 'E-Mail' section with the sender 'dvortrefflich@trans-logistics.de' and subject 'Feedback [20]', and an 'Attachments' section. The bottom status bar shows '6 Activities', '1 day Processing time', and '0 Days inactive'.

Service ticket - 0000020 | Feedback | In progress

Details Recipients Activities Appointments/Tasks Operations/Tasks Checklist entries Documents

Description

Der Kunde gibt Feedback.

E-Mail

Sender: dvortrefflich@trans-logistics.de

To:

CC:

Email subject: Feedback [20]

Liebes Team,

vielen Dank für eure großartigen Produkte, bin immer zufrieden damit und habe sie schon einigen Kolleginnen

Liebe Grüße

Daniel Vortrefflich

Attachments

Contact Info

Requestor: Daniel Vortrefflich

Sender: dvortrefflich@trans-logistics.de

Alt. E-Mail:

Alt. Phone:

Details

Editor: Tim Admin

Status: in progress

Priority: medium

Inbox: Kundenservice

Category: Feedback

Medium: E-Mail

6 Activities

1 day Processing time

0 Days inactive

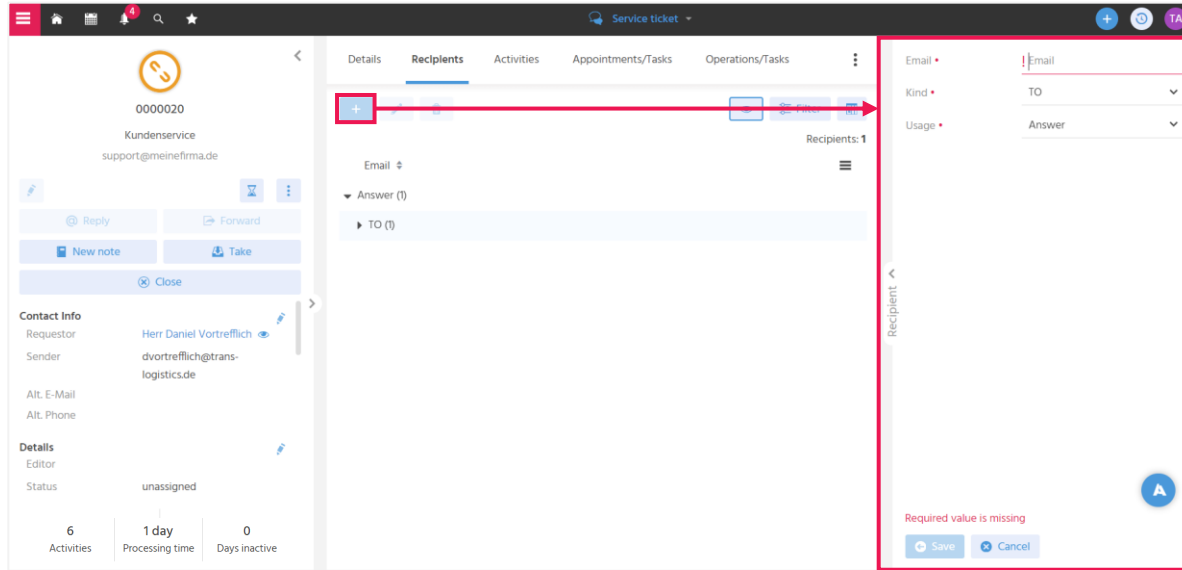
In the "Description" area, you can enter free text that describes what the service ticket is about or what needs to be done.

You cannot edit the "E-Mail" area. If a service ticket is created automatically from an email, the content of the email is displayed there.

If the email contained attachments, these are displayed in the "Attachment" area.

Tabs in the service ticket

Tab „Recipients“ – Enter email addresses

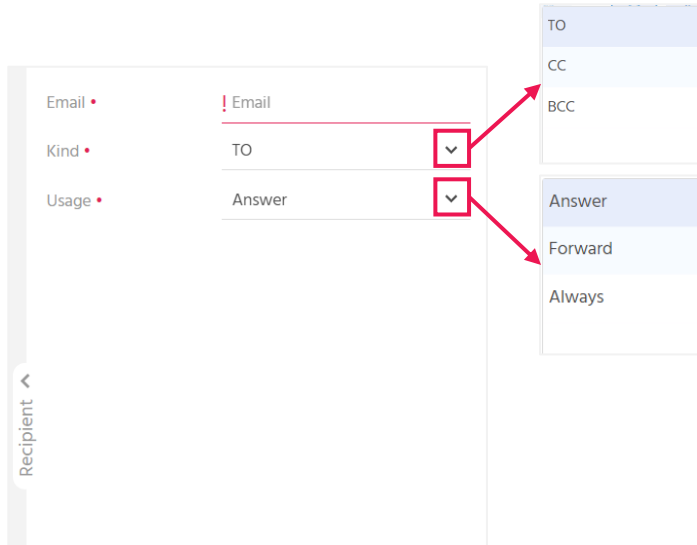


The screenshot displays the ADITO service ticket interface. The left sidebar shows the ticket details for '0000020' under 'Kundenservice'. The main area has tabs for 'Details', 'Recipients', 'Activities', 'Appointments/Tasks', and 'Operations/Tasks'. The 'Recipients' tab is active, showing a list of recipients with a '+' button to add a new one. A red box highlights this '+' button, and a red arrow points to the 'Add recipient' button in the top right of the tab. The right panel shows the form for adding a recipient with fields for 'Email', 'Kind' (set to 'TO'), and 'Usage' (set to 'Answer'). A red border highlights the entire right panel. At the bottom of the right panel, there is a message 'Required value is missing' and 'Save' and 'Cancel' buttons.

In the “Recipients” tab, you can enter email addresses that are to be automatically inserted in an email when you perform the “Reply” or “Forward” actions in the service ticket.

Tabs in the service ticket

Tab „Recipients“ – Enter email addresses



Recipient <

Email •	! Email
Kind •	TO
Usage •	Answer

TO

CC

BCC

Answer

Forward

Always

If you want to add an email address manually, a SmallEdit opens in which you can

- enter the email address,
- specify whether the email address should be stored in the “To” field, the “Cc” field or the “Bcc” field in the email,
- specify whether the email address is only used when replying to the incoming email or when forwarding it, or in both cases.

Tabs in the service ticket

Tab „Recipients“ - Usage

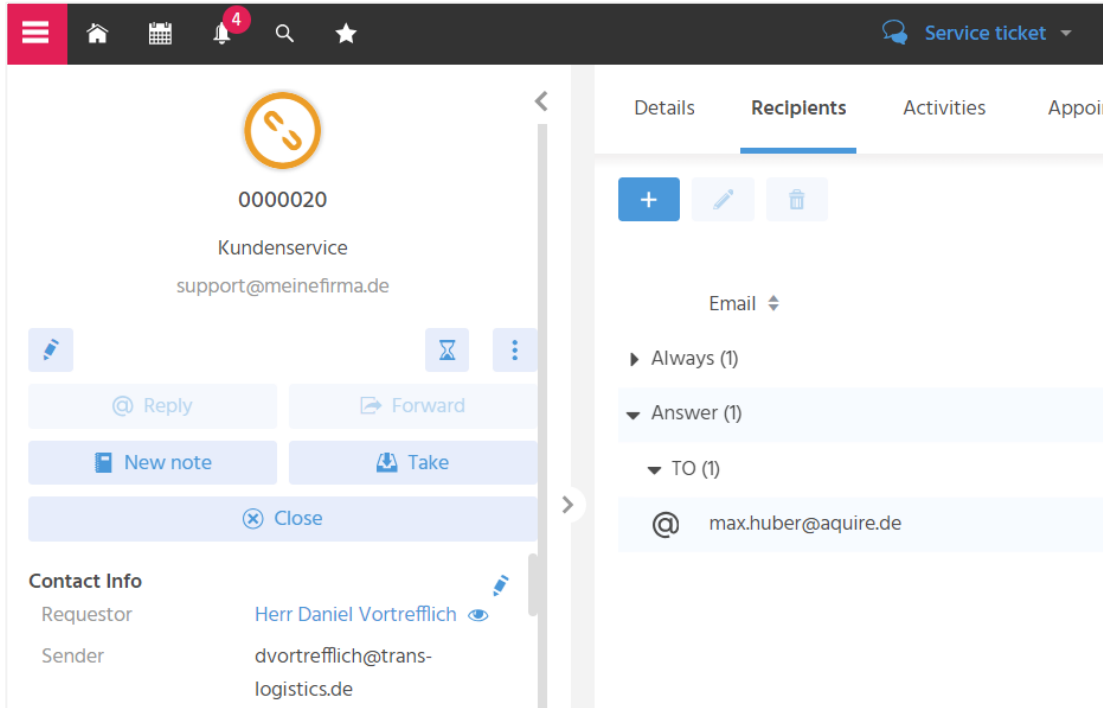
Icon	Usage
@	Reply
	Forward
*	Always

The icons displayed next to the email addresses indicate whether the email address is only used,

- if a reply is sent to the incoming email, or
- if it is forwarded or
- in both cases.

Tabs in the service ticket

Tab „Recipients“ – Enter email addresses

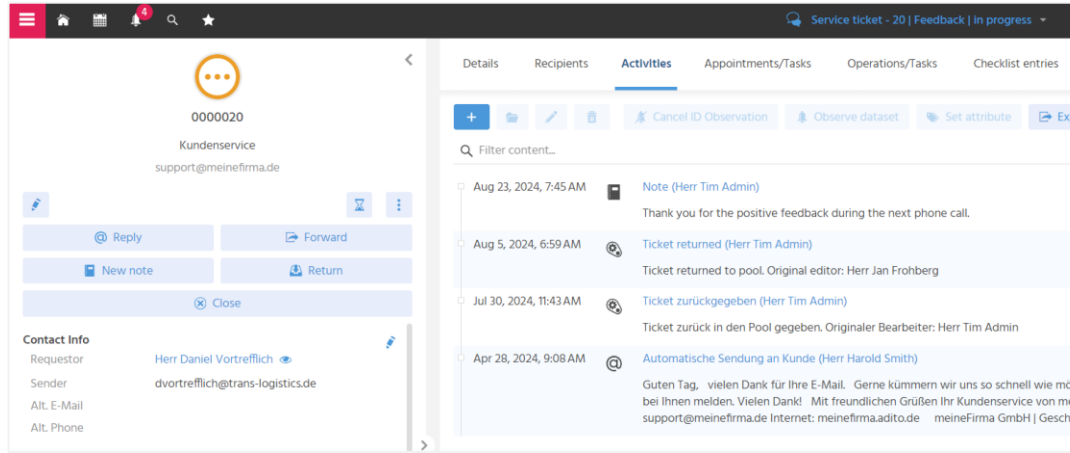


The screenshot displays the ADITO service ticket interface. The top navigation bar includes a menu icon, home, calendar, notifications (4), search, and a star icon. The 'Service ticket' dropdown is visible. The main content area shows a ticket with ID 0000020, labeled 'Kundenservice' with email 'support@meinefirma.de'. Action buttons include 'Reply', 'Forward', 'New note', 'Take', and 'Close'. The 'Contact Info' section lists the 'Requestor' as 'Herr Daniel Vortrefflich' and the 'Sender' as 'dvortrefflich@trans-logistics.de'. The 'Recipients' tab is active, showing a list of email addresses under the 'Email' header. The list includes 'Always (1)', 'Answer (1)', and 'TO (1)', with the email address 'max.huber@acquire.de' listed under 'TO (1)'.

If a ticket is automatically created by the receipt of an email, the email addresses from the sender and Cc are saved in the “Recipient” tab. The “Usage” is automatically set to “Reply” for these email addresses. The sender is also stored as the requestor in the ticket. If the requestor is changed in the ticket, the corresponding email address in the “Recipient” tab will also be adjusted.

Tabs in the service ticket

Tab „Activities“



Activities are automatically created in the service ticket when you perform (and complete) the following actions:

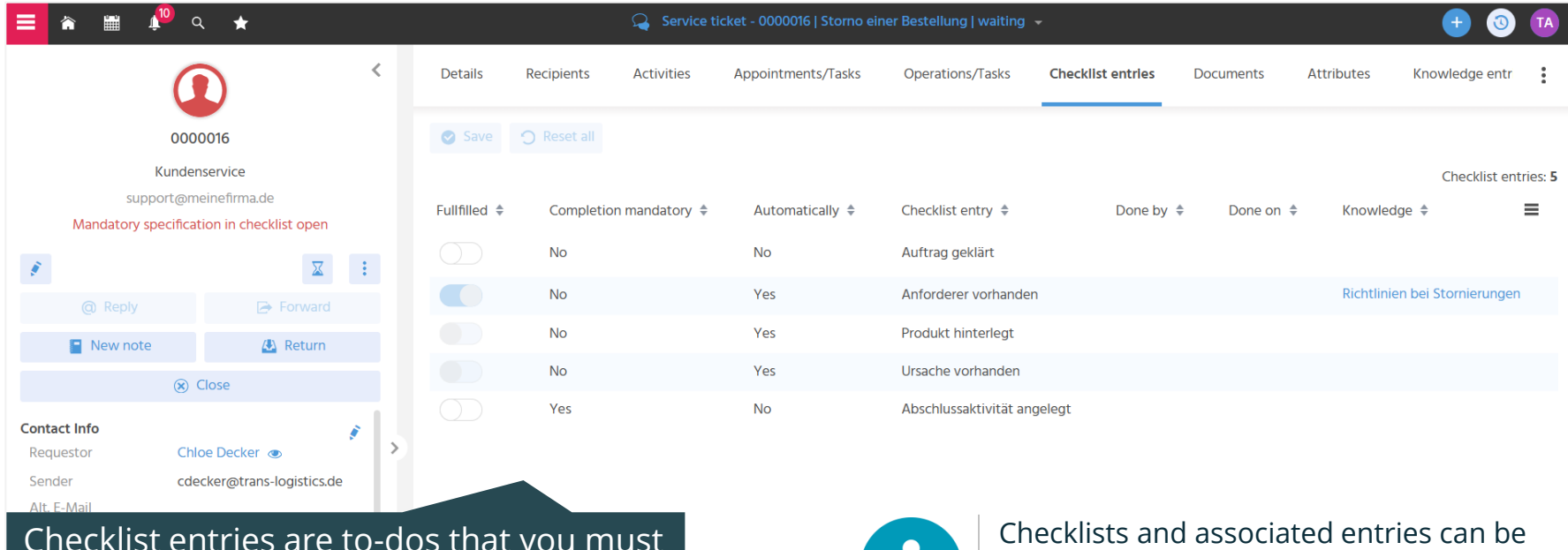
- Reply
- Forward
- New note
- Return
- Close
- Re-open
- Duplicate
- Follow-up
- Resubmit
- Split
- Merge
- New letter
- Create operation task



If a default language is stored in the “mail.defaultLocal” preference in the Designer, all activities created via the Service Mailbridge will be created in this language.

Tabs in the service ticket

Checklist entries



The screenshot displays the ADITO service ticket interface. The top navigation bar shows the ticket ID '0000016' and the status 'Storno einer Bestellung | waiting'. The left sidebar contains contact information for 'Kundenservice' and a list of actions like 'Reply', 'Forward', 'New note', 'Return', and 'Close'. The main content area is divided into tabs: 'Details', 'Recipients', 'Activities', 'Appointments/Tasks', 'Operations/Tasks', 'Checklist entries' (selected), 'Documents', 'Attributes', and 'Knowledge entr'. The 'Checklist entries' tab shows a table with columns for 'Fullfilled', 'Completion mandatory', 'Automatically', 'Checklist entry', 'Done by', 'Done on', and 'Knowledge'. The table lists five entries, each with a toggle switch for 'Fullfilled' and a 'Knowledge' link. A callout box at the bottom left explains that checklist entries are to-dos that must be observed while processing the ticket.

Fullfilled	Completion mandatory	Automatically	Checklist entry	Done by	Done on	Knowledge
☐	No	No	Auftrag geklärt			
☒	No	Yes	Anforderer vorhanden			Richtlinien bei Stornierungen
☐	No	Yes	Produkt hinterlegt			
☐	No	Yes	Ursache vorhanden			
☐	Yes	No	Abschlussaktivität angelegt			

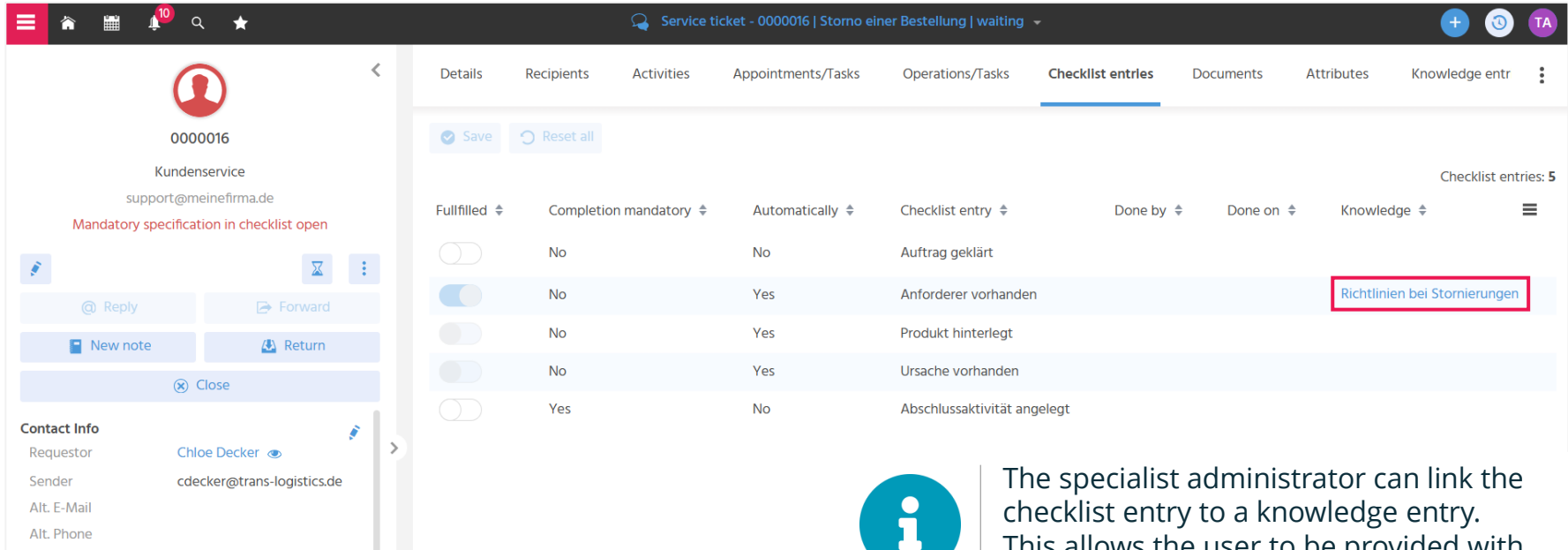
Checklist entries are to-dos that you must observe while processing the ticket.



Checklists and associated entries can be administratively created and maintained in the system for each ticket category.

Tabs in the service ticket

Checklist entries – linked knowledge entries



Service ticket - 0000016 | Storno einer Bestellung | waiting

0000016
Kundenservice
support@meinefirma.de
Mandatory specification in checklist open

Details Recipients Activities Appointments/Tasks Operations/Tasks **Checklist entries** Documents Attributes Knowledge entr

Save Reset all

Checklist entries: 5

Fullfilled	Completion mandatory	Automatically	Checklist entry	Done by	Done on	Knowledge
☐	No	No	Auftrag geklärt			
☒	No	Yes	Anforderer vorhanden			Richtlinien bei Stornierungen
☐	No	Yes	Produkt hinterlegt			
☐	No	Yes	Ursache vorhanden			
☐	Yes	No	Abschlussaktivität angelegt			

Contact Info
Requestor: Chloe Decker
Sender: cdecker@trans-logistics.de
Alt. E-Mail:
Alt. Phone:

Information
The specialist administrator can link the checklist entry to a knowledge entry. This allows the user to be provided with more detailed information.

Tabs in the service ticket

Set checklist entries to fulfilled

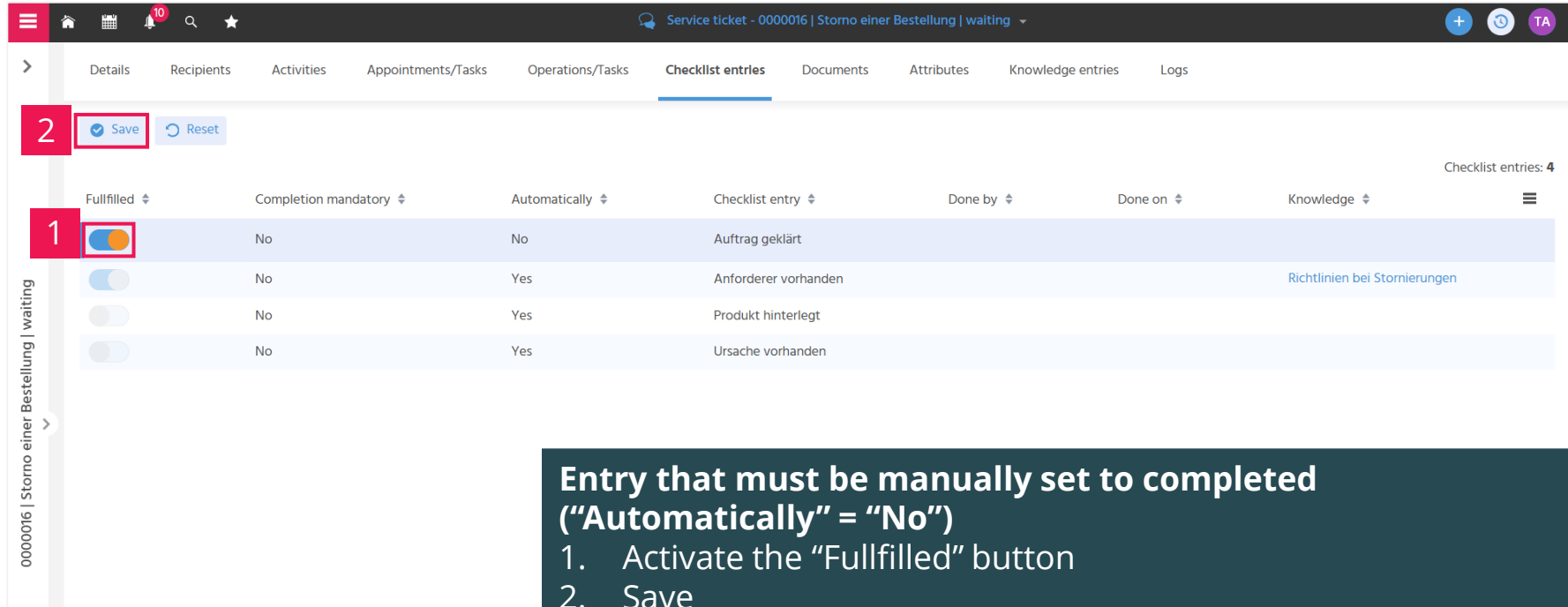
Fullfilled 	Completion mandatory 	Automatically 
	No	No
	No	Yes
	No	Yes
	No	Yes
	Yes	No

A checklist can contain entries that must be manually set to “fullfilled” and entries that are automatically set to “fullfilled”.

- **Entries that must be completed manually** are marked with “Automatically equals No”.
- **Entries that are automatically set to completed** are marked with “Automatically equals Yes”.

Tabs in the service ticket

Set checklist entries manually to fulfilled



Service ticket - 0000016 | Storno einer Bestellung | waiting

Details Recipients Activities Appointments/Tasks Operations/Tasks **Checklist entries** Documents Attributes Knowledge entries Logs

2 Save Reset

1

Fullfilled Completion mandatory Automatically Checklist entry Done by Done on Knowledge

☒	No	No	Auftrag geklärt			
☐	No	Yes	Anforderer vorhanden			Richtlinien bei Stornierungen
☐	No	Yes	Produkt hinterlegt			
☐	No	Yes	Ursache vorhanden			

Checklist entries: 4

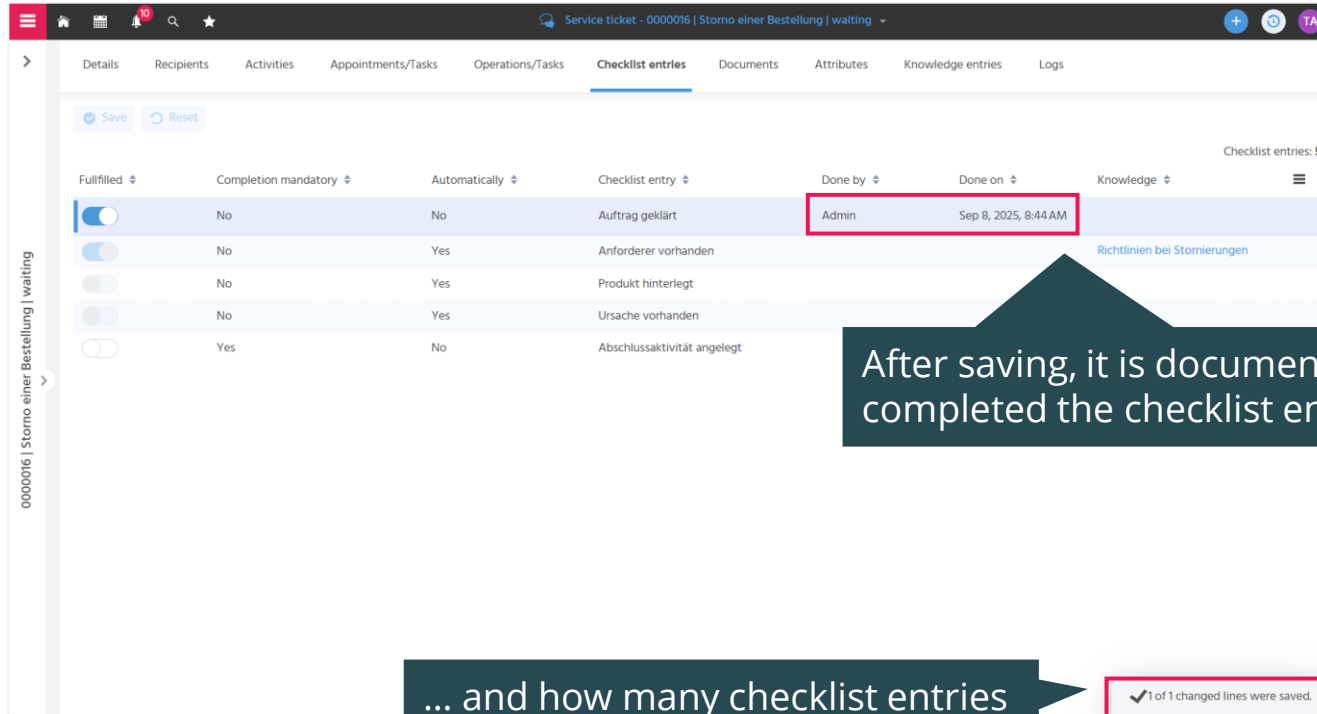
0000016 | Storno einer Bestellung | waiting

**Entry that must be manually set to completed
("Automatically" = "No")**

1. Activate the "Fullfilled" button
2. Save

Tabs in the service ticket

Set checklist entries manually to fullfilled



Service ticket - 0000016 | Storno einer Bestellung | waiting

Details Recipients Activities Appointments/Tasks Operations/Tasks **Checklist entries** Documents Attributes Knowledge entries Logs

Save Reset

Checklist entries: 5

Fulfilled	Completion mandatory	Automatically	Checklist entry	Done by	Done on	Knowledge
☒	No	No	Auftrag geklärt	Admin	Sep 8, 2025, 8:44 AM	
☐	No	Yes	Anforderer vorhanden			Richtlinien bei Stornierungen
☐	No	Yes	Produkt hinterlegt			
☐	No	Yes	Ursache vorhanden			
☐	Yes	No	Abschlussaktivität angelegt			

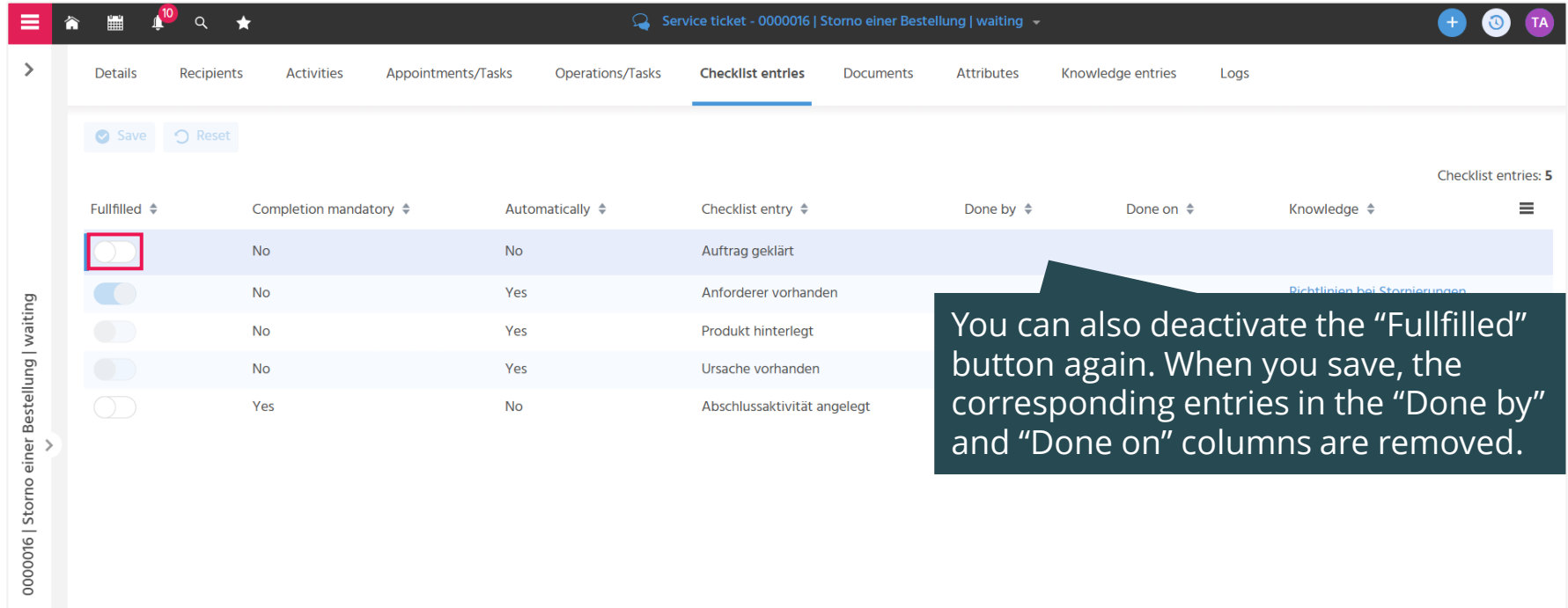
After saving, it is documented who has completed the checklist entry and when ...

✓ 1 of 1 changed lines were saved.

... and how many checklist entries have been saved with changes.

Tabs in the service ticket

Set checklist entries manually to fullfilled



Service ticket - 0000016 | Storno einer Bestellung | waiting

Details Recipients Activities Appointments/Tasks Operations/Tasks **Checklist entries** Documents Attributes Knowledge entries Logs

Save Reset

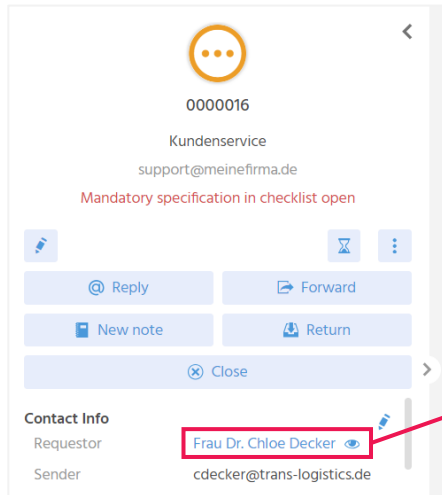
Checklist entries: 5

Fullfilled	Completion mandatory	Automatically	Checklist entry	Done by	Done on	Knowledge
☒	No	No	Auftrag geklärt			
☒	No	Yes	Anforderer vorhanden			
☐	No	Yes	Produkt hinterlegt			
☐	No	Yes	Ursache vorhanden			
☐	Yes	No	Abschlussaktivität angelegt			

You can also deactivate the "Fullfilled" button again. When you save, the corresponding entries in the "Done by" and "Done on" columns are removed.

Tabs in the service ticket

Set checklist entries automatically to fulfilled



0000016

Kundenservice
support@meinefirma.de

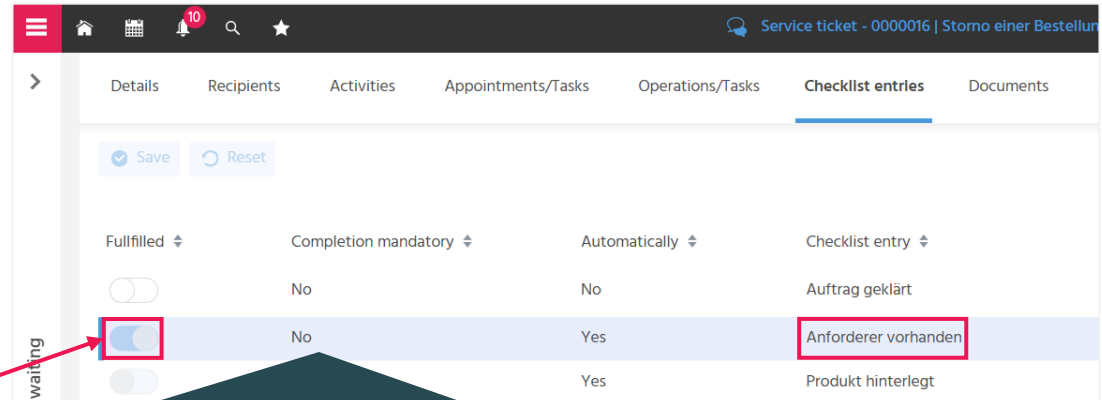
Mandatory specification in checklist open

@ Reply Forward

New note Return

Close

Contact Info
Requestor: **Frau Dr. Chloe Decker**
Sender: cdecker@trans-logistics.de



Service ticket - 0000016 | Storno einer Bestellung

Details Recipients Activities Appointments/Tasks Operations/Tasks **Checklist entries** Documents

Save Reset

Fulfilled	Completion mandatory	Automatically	Checklist entry
☐	No	No	Auftrag geklärt
☒	No	Yes	Anforderer vorhanden
☐		Yes	Produkt hinterlegt

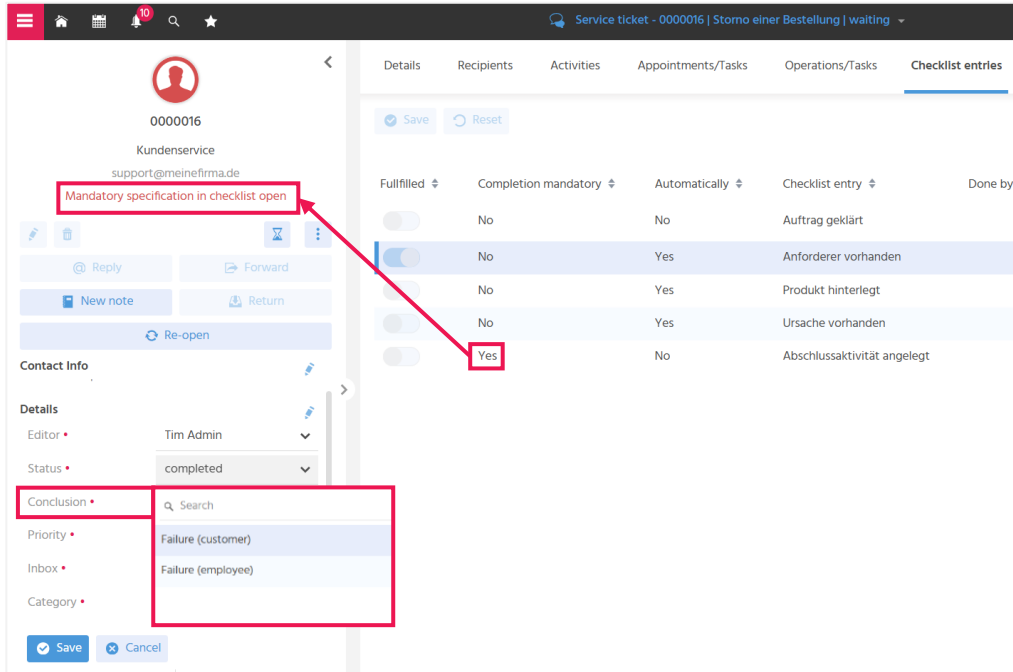
Entry that is automatically set to completed ("Automatic" = "Yes")

In this case, information must be stored in the system so that the checklist entry is set to "fulfilled". If the information is removed, the button is deactivated again, i.e. set to "not fulfilled".

"Anforderer vorhanden" ("Requestor entered") is set to fulfilled, for example, if the Requestor field is not empty.

Tabs in the service ticket

Checklist entries



Service ticket - 0000016 | Storno einer Bestellung | waiting

Kundenservice
support@meinefirma.de

Mandatory specification in checklist open

Reply Forward
New note Return
Re-open

Contact Info

Details
Editor: Tim Admin
Status: completed

Conclusion: Search
Failure (customer)
Failure (employee)

Save Cancel

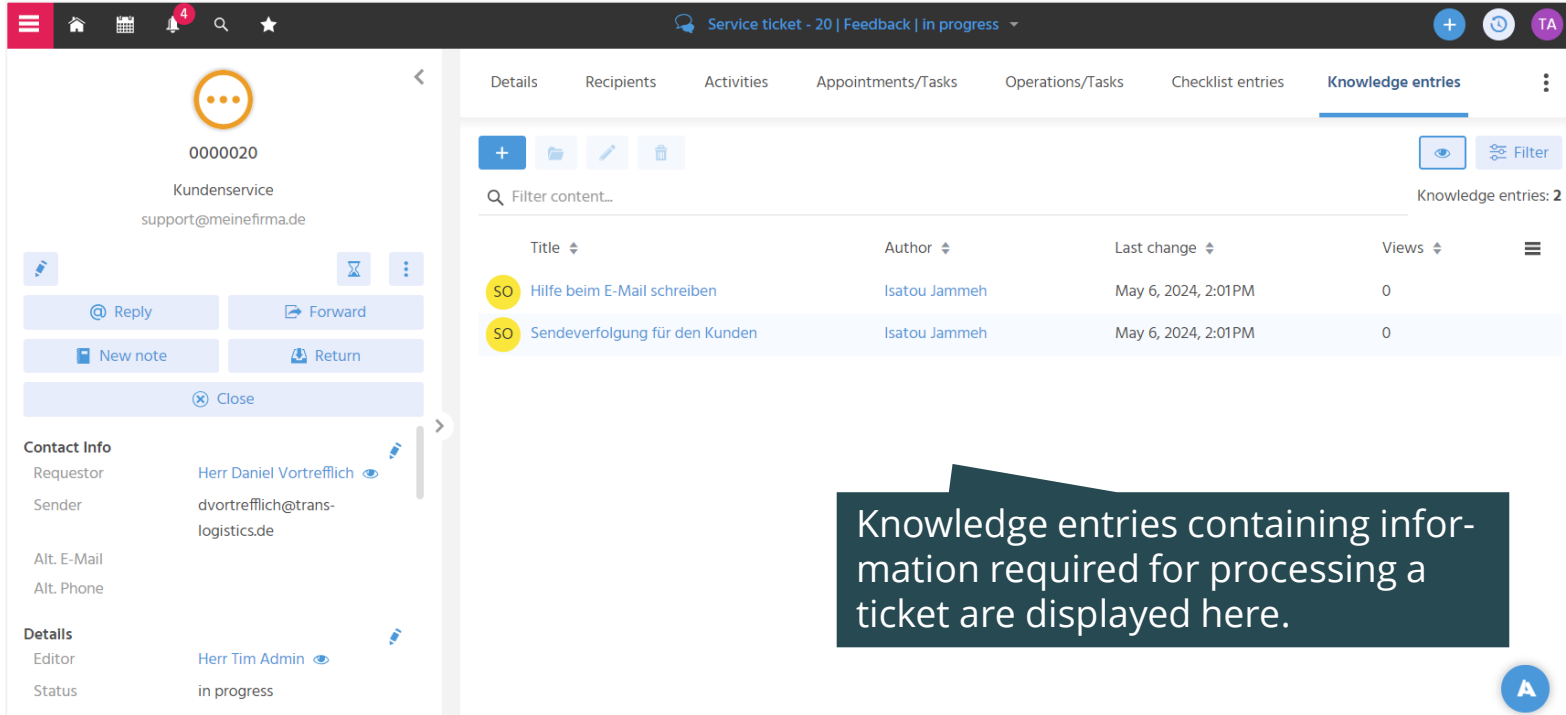
Fullfilled	Completion mandatory	Automatically	Checklist entry	Done by
☐	No	No	Auftrag geklärt	
☒	No	Yes	Anforderer vorhanden	
☐	No	Yes	Produkt hinterlegt	
☐	No	Yes	Ursache vorhanden	
☐	Yes	No	Abschlussaktivität angelegt	

In the “**Completion mandatory**” column, you can see whether a checklist entry must be set to fulfilled or not. As long as there are checklist entries with “Completion mandatory = Yes” that have **not been fulfilled**,

- the **note “Mandatory specification in checklist open”** is displayed in the preview of the service ticket and
- the status of the ticket can be set to “completed”, but the **conclusion cannot be set to “success”** (only to “failure (customer)” or “failure (employee)”).

Tabs in the service ticket

Tab „Knowledge entries“



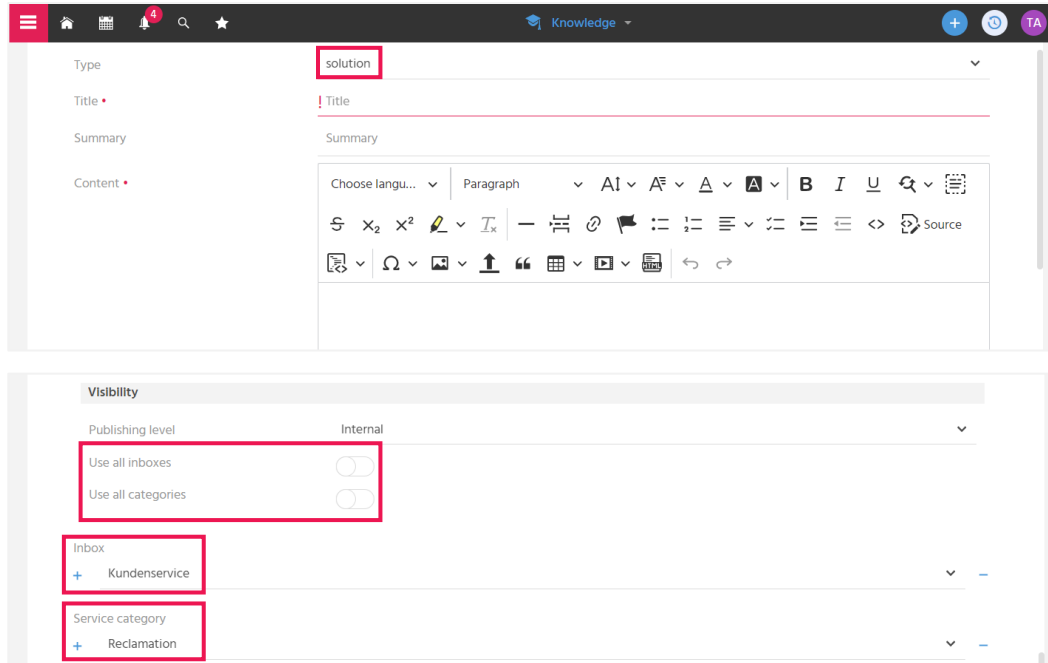
The screenshot displays the ADITO service ticket interface. The top navigation bar includes a hamburger menu, home, calendar, notifications (4), search, and a star icon. The current ticket is "Service ticket - 20 | Feedback | in progress". The left sidebar shows the ticket ID "0000020", the department "Kundenservice", and the email "support@meinefirma.de". Below this are buttons for "Reply", "Forward", "New note", "Return", and "Close". The "Contact Info" section lists the requestor as "Herr Daniel Vortrefflich" with email "dvortrefflich@trans-logistics.de" and alternative contact details. The "Details" section shows the editor as "Herr Tim Admin" and the status as "in progress". The main content area has tabs for "Details", "Recipients", "Activities", "Appointments/Tasks", "Operations/Tasks", "Checklist entries", and "Knowledge entries". The "Knowledge entries" tab is active, showing a search bar "Filter content..." and a table of knowledge entries. The table has columns for Title, Author, Last change, and Views. Two entries are listed, both by "Isatou Jammeh" and dated "May 6, 2024, 2:01PM".

	Title	Author	Last change	Views
SO	Hilfe beim E-Mail schreiben	Isatou Jammeh	May 6, 2024, 2:01PM	0
SO	Sendeverfolgung für den Kunden	Isatou Jammeh	May 6, 2024, 2:01PM	0

Knowledge entries containing information required for processing a ticket are displayed here.

Exkursus into the Context „Knowledge“

Wissenseintrag anlegen



The screenshot shows the ADITO Knowledge entry creation interface. The top navigation bar includes a menu icon, home, calendar, notifications, search, and star icons. The main header displays 'Knowledge' with a dropdown arrow. The left sidebar contains fields for 'Type', 'Title', 'Summary', and 'Content'. The 'Type' field is set to 'solution'. The 'Title' field has a placeholder '! Title'. The 'Summary' field has a placeholder 'Summary'. The 'Content' field is a rich text editor with a toolbar containing various formatting options. Below the main form, the 'Visibility' section is visible, showing 'Publishing level' set to 'Internal'. There are two toggle switches: 'Use all inboxes' and 'Use all categories', both currently turned off. Below these, there are two dropdown menus: 'Inbox' with 'Kundenservice' selected, and 'Service category' with 'Reclamation' selected.

You can **display knowledge entries of the “Solution” type** for service tickets **in the “Knowledge entries” tab**. To do this, define in the knowledge entry whether it should be displayed **for all service tickets**, regardless of which inbox and which category, or only for **service tickets from certain inboxes and certain categories**.

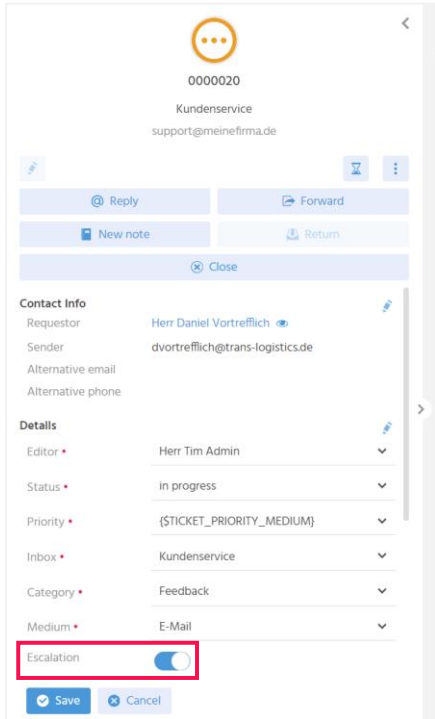
You can find more information on knowledge entries in the “Knowledge management” documentation.



Service ticket Escalation

Escalate service ticket

Activate Escalation manually



The screenshot shows the ADITO service ticket interface. At the top, there is a yellow circle icon with three dots, followed by the ticket ID '0000020' and the text 'Kundenservice' and 'support@meinefirma.de'. Below this are buttons for 'Reply', 'Forward', 'New note', 'Return', and 'Close'. The 'Contact Info' section shows the requestor as 'Herr Daniel Vortrefflich' with email 'dvortrefflich@trans-logistics.de'. The 'Details' section shows fields for Editor, Status, Priority, Inbox, Category, and Medium. At the bottom, the 'Escalation' toggle switch is highlighted with a red box, indicating it should be turned on. Below the toggle are 'Save' and 'Cancel' buttons.

The “Escalation” button is available in the preview of service tickets. Tickets can be escalated because, for example

- they were forgotten,
- an important customer has created the ticket,
- it is important that the team leader is involved here
- etc.

Escalating a ticket means leaving the standard handling process and giving the ticket absolute priority.

Escalate service ticket



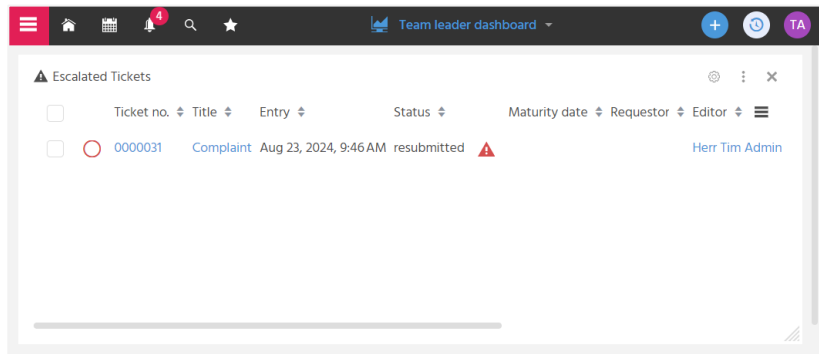
Automatic escalation

- 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 (defined by a filter in the administration) are met.
- Examples:
 - A certain date has passed, someone must be notified of this.
 - The priority of a ticket with category „complaint“ has been set to „high“.
 - Etc.

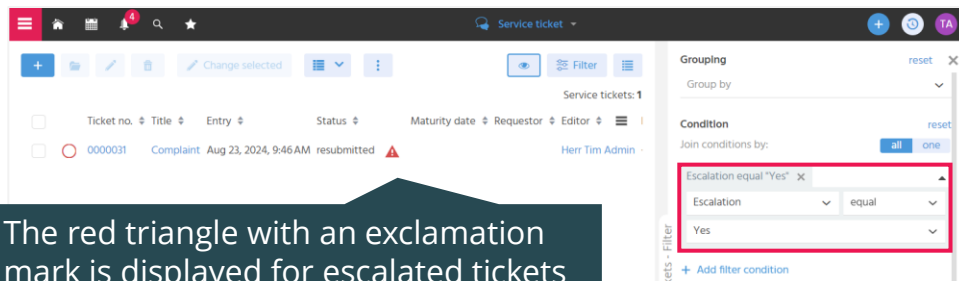


Escalate service ticket

Keep an eye on escalated tickets



Tickets with “Escalation = Yes” that are not yet closed are displayed in the “Escalated tickets” dashlet.



The red triangle with an exclamation mark is displayed for escalated tickets (as well as for tickets for which the check date has been exceeded).

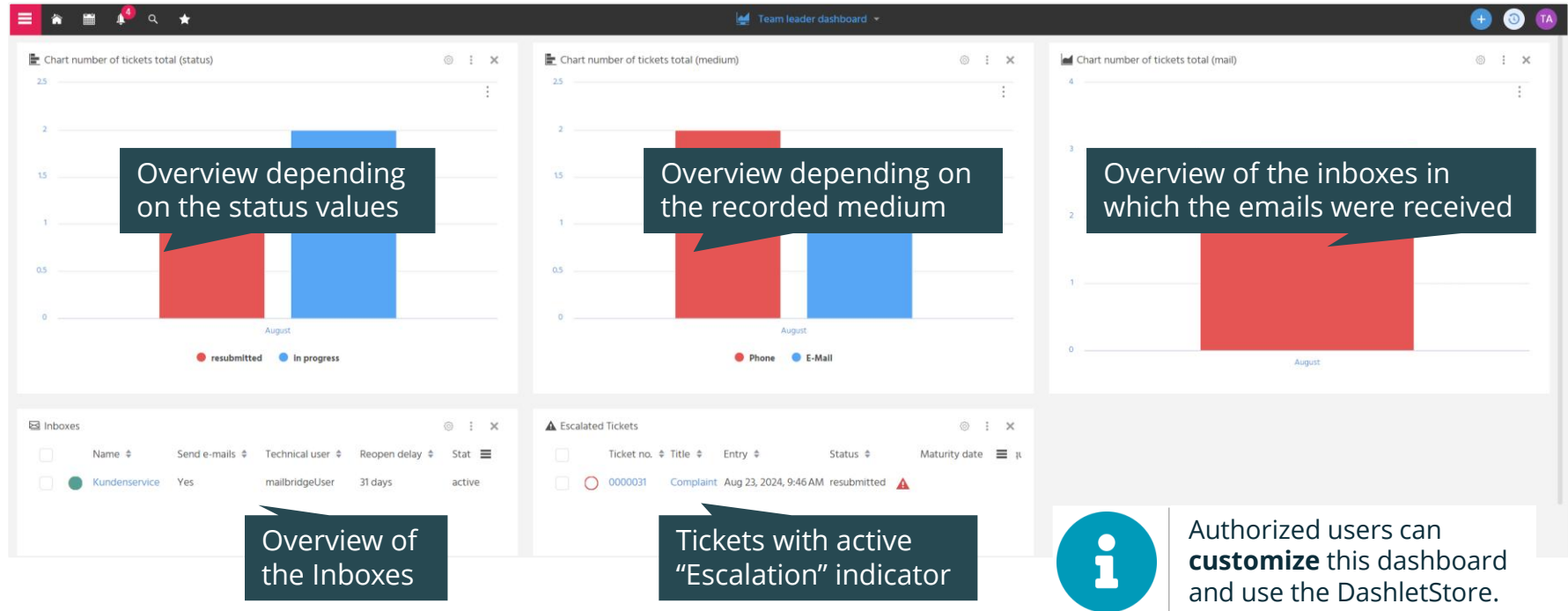
You can also display the escalated tickets in the context “Service ticket” with the filter condition “Escalation = Yes”.

Dashboards



Team leader dashboard

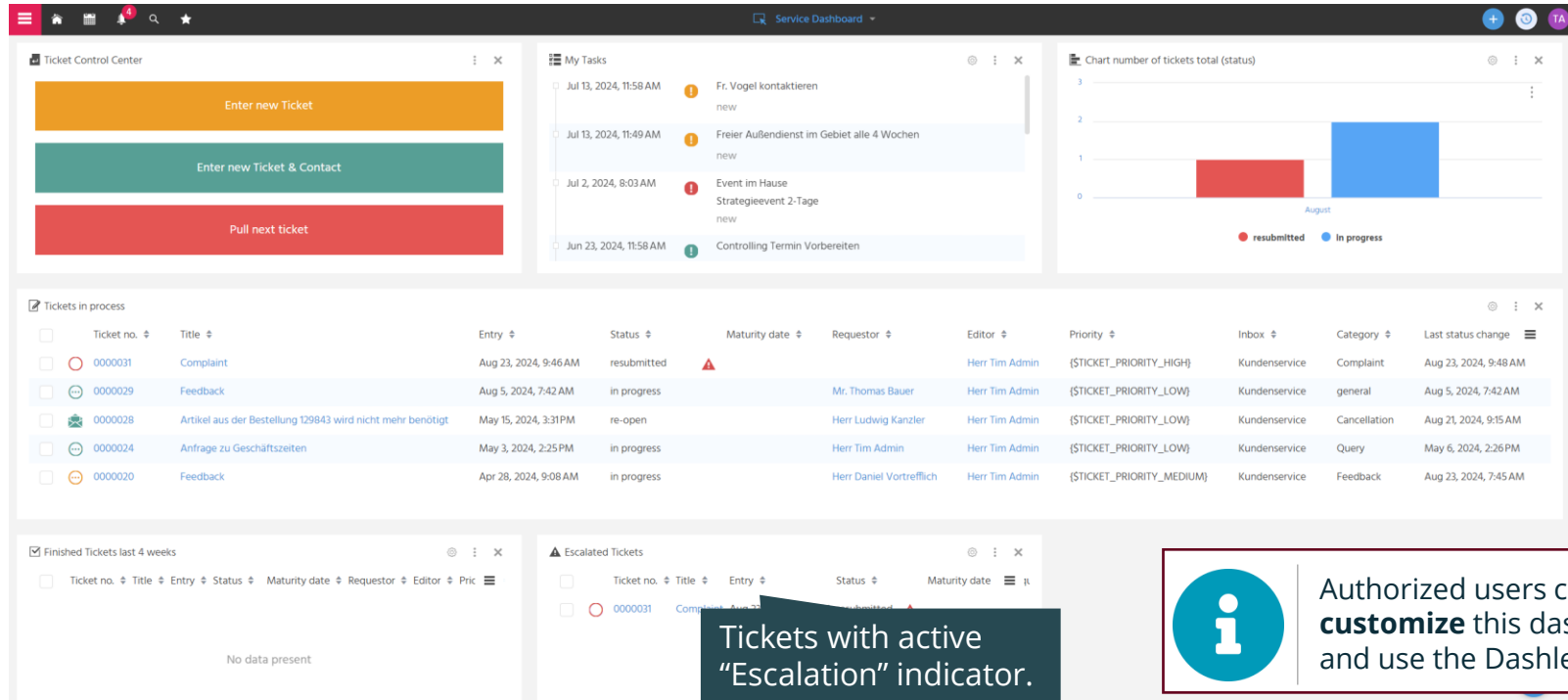
Overview



Service Dashboard



Overview



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Einzigartige Beziehungen