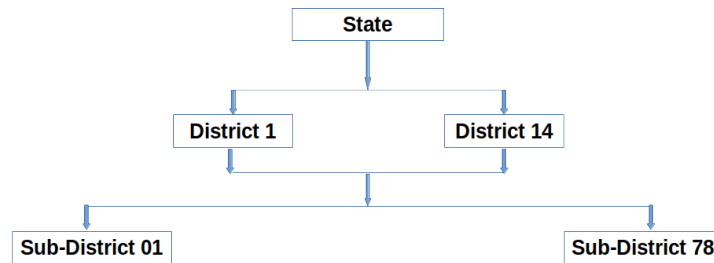


Customer Support Expected Behavior Following osTicket Implementation

The organization is depicted in the diagram below, and the initial implementation will take place in the Indian state of Kerala.



Kerala consists of 14 districts and 78 sub-districts. There will be 78 Sub-District Franchisees, 14 District Franchisees, and 1 State Franchisee.

A Ticket raised in a Sub-District by Customers through Mobile, Web, Email, SMS, or Calling a Toll Free Number is logged and allocated to the same Sub-District Franchisee, and an acknowledgment is issued to the Customer.

If the Ticket is resolved, the Customer is notified through email and mobile app.

If a ticket is not resolved within a set period, it is automatically escalated to the District Franchisee under which the aforementioned Sub-District Franchisee operates. If the ticket remains unresolved within a specified time, it is then escalated to the State Franchisee.

The ticket status updates, along with time milestones, should be communicated to the customer instead of requiring the customer to follow up.

Tickets to be Tagged with Food, Ride, Cart, Services and Credit for Identification.

Plugin Requirements: <https://osticket.com/download/>