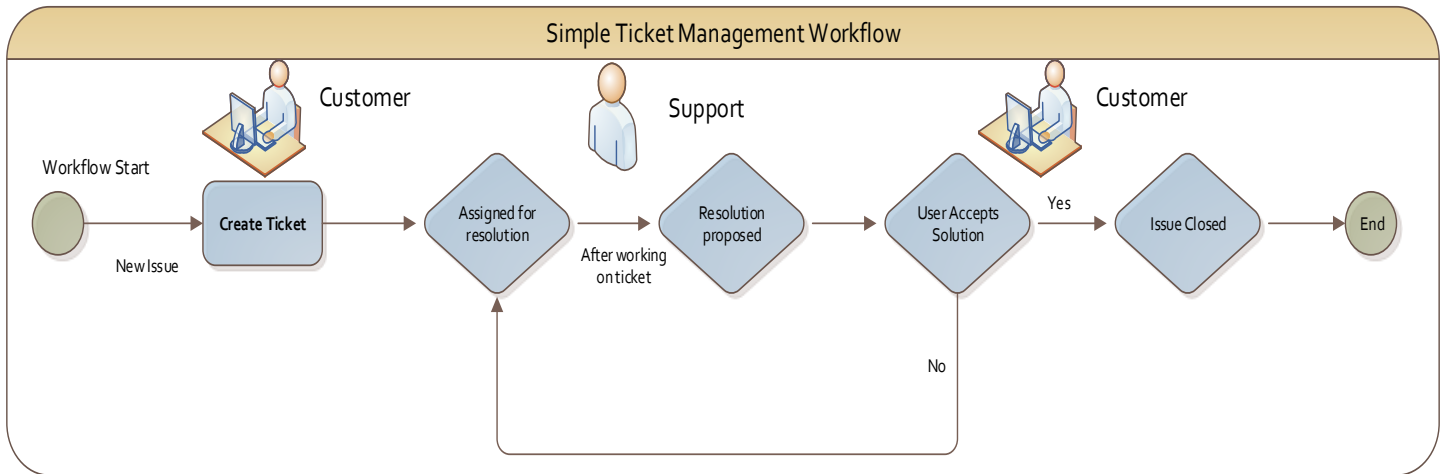


# Odyssey Use Case Ticket Management

Pantheon's Odyssey Digital Automation Platform tackles the problems of integration, scheduling, routing, approvals, reporting and auditing. Odyssey brings together your existing applications, operating systems, databases in new and exciting ways, and it makes complex interactions faster and more consistent.

This document contains a real-world Use Case of how our customers have used Odyssey to extend their capabilities, bring speed and precision to their work, and allow employees to get more done in less time.

# Ticket Management



A project was created to manage the data in a case ticket and manage its workflow. A Customer created the ticket in an Odyssey form, including drop-down selection of the technology (e.g., "email"), and submitted the ticket in the SUBMITTED state. The project notifies Support routes the ticket to the appropriate Support section based on the technology and moves it to the ASSIGNED state. After working the ticket and assessing that it has solved the issue, Support enters the details of the solution and puts the ticket into the RESOLVED state. The project notifies the Customer and routes the ticket back to the Customer. If the Customer accepts the solution, or takes no further action in seven days, the project moves the ticket to the CLOSED state. The Customer has the option of rejecting the solution as inadequate or ineffectual, in which case the system re-routes the ticket back to Support in the ASSIGNED state.