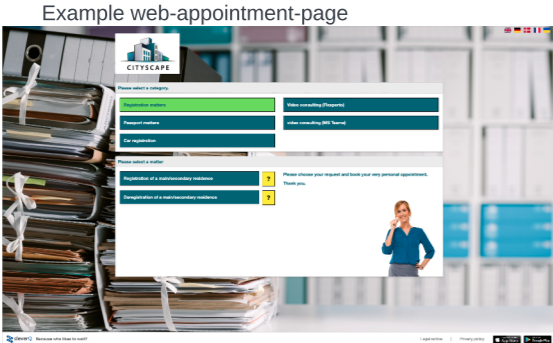
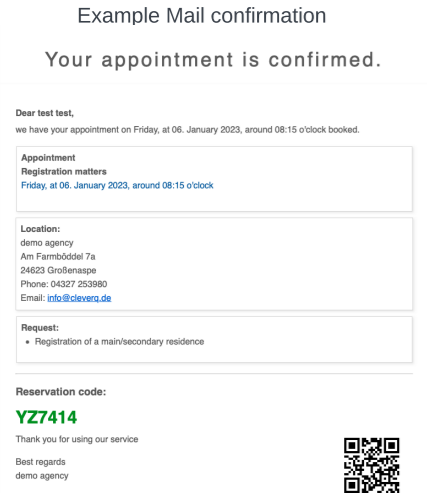


Flowchart authority



Info: ein Termin reiht sich immer vor Tickets von Laufkunden ein, dies ist für die Mitarbeiter:innen klar ersichtlich.

Appointment booking via web appointment page or by telephone and thus an appointment created by employees
(Appointment confirmation via mail, includes QR appointment code and reservation code consisting of numbers and book numbers. When booking by employees, the reservation code can also be given by telephone).

Terminal in the entrance area of a public authority
(Authorisation and enrolment of the appointment, by entering the reservation code or scanning the QR code)

Waiting in waiting area

Call from rooms or service desks

If necessary, parking a ticket because, for example, the customer has forgotten his documents in the car.

Waiting in the waiting area or "knocking" at the room

Recall by room or service desk

Waiting in waiting area

Recall by another room or service desk

At the end of processing, a ticket is closed. This can also be done if, for example, citizens do not appear.

Citizens without an appointment ("walk-in customer")

Service terminal in the entrance area of a public authority
(Ticket is taken for the desired service, in public authorities these are usually departments or areas).

Waiting in waiting area

Call from rooms or service desks

If necessary, parking a ticket because, for example, the customer has forgotten his documents in the car.

Waiting in the waiting area or "knocking" at the room

Recall by room or service desk

If necessary, forwarding to another room, as another area still needs to be worked on

Waiting in waiting area

Recall by another room or service desk

At the end of processing, a ticket is closed. This can also be done if, for example, citizens do not appear.

Example from a service terminal. The left area is for walk-in customers:



Create a ticket via the cleverQ app

The procedure is identical, except that a push notification is also sent when the call is made via the cleverQ app and the citizens do not necessarily have to wait in the waiting area, but can also wait outside the door. Same with the procedure of the "digital ticket"

Example view of an employee desk and a called ticket. The functionalities like "forward" are marked there.

