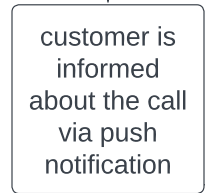# Flowchart "digital Ticket" | Ticket creation from desk or service terminal
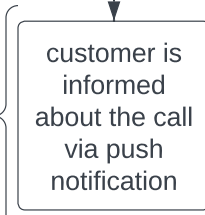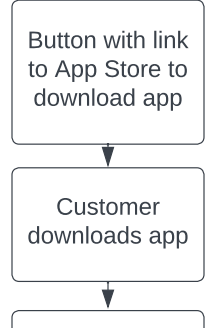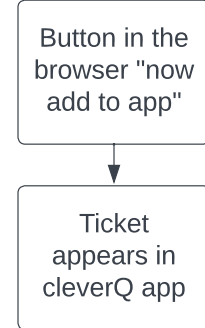
Procedure ticket creation from desk

Customer comes to reception, ticket creation by staff via desk

↓

Ticket is displayed as QR code on 10" monitors, for customer to scan

↓

Customer scans QR code with mobile phone camera

↓

Ticket appears in the mobile phone browser (ticket call could also be made there)
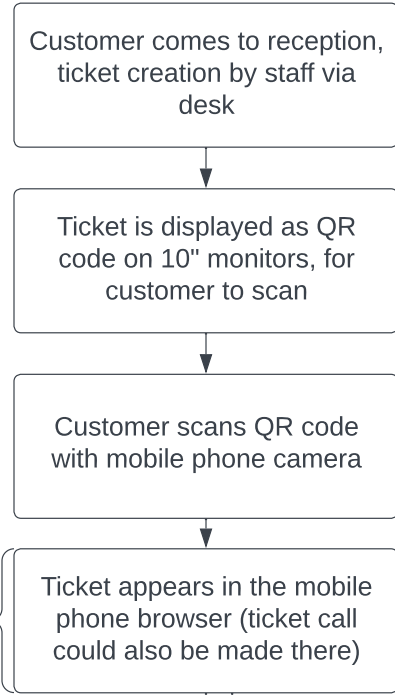
List the advantages of the app there (push notifications, ticket call as on the monitor).

App already downloaded | **App not yet downloaded**

App already downloaded
Button in the browser "now add to app"

↓

Ticket appears in cleverQ app

↓

customer is informed about the call via push notification

ticket call as on the monitor

App not yet downloaded
Button with link to App Store to download app

↓

Customer downloads app

↓

Customer clicks to import the ticket into the app

↓

customer is informed about the call via push notification

ticket call as on the monitor

Procedure ticket creation via service terminal and ticket call via cleverQ app

Customer has the choice at the terminal for the respective service and request: "digital ticket" or "print ticket"

digital ticket | **print ticket**

digital ticket
The QR code renews itself at regular intervals to prevent misuse. ← QR code is displayed on the terminal

print ticket
PrintPage appears as usual and Ticket is printed.

QR code is displayed on the terminal ↓

Customer scans QR code with mobile phone camera

↓

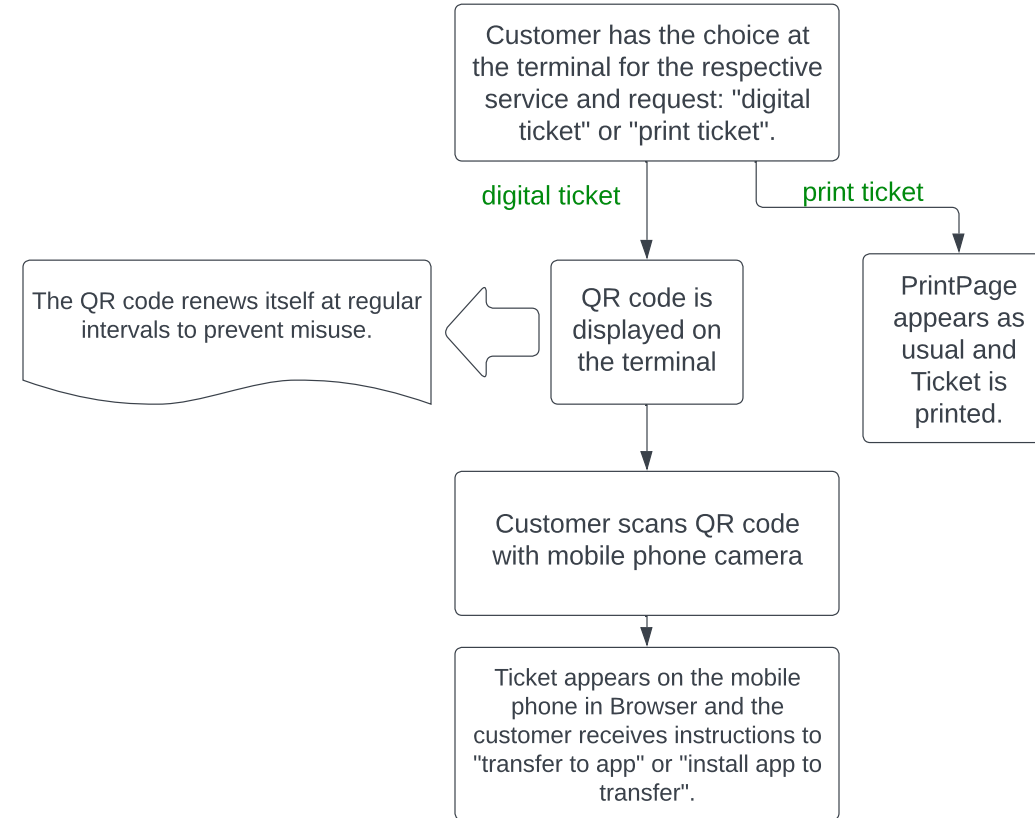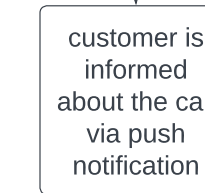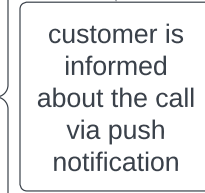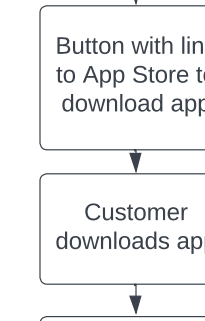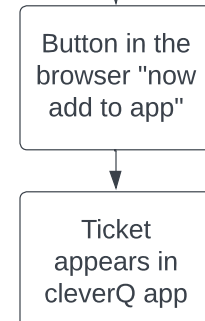Ticket appears on the mobile phone in Browser and the customer receives instructions to "transfer to app" or "install app to transfer".

App already downloaded | **App not yet downloaded**

App already downloaded
Button in the browser "now add to app"

↓

Ticket appears in cleverQ app

↓

customer is informed about the call via push notification

ticket call as on the monitor

App not yet downloaded
Button with link to App Store to download app

↓

Customer downloads app

↓

Customer clicks to import the ticket into the app

↓

customer is informed about the call via push notification

ticket call as on the monitor

Procedure ticket creation via service terminal and ticket call via SMS

Customer has the choice at the terminal for the respective service and request: "digital ticket" or "print ticket".

digital ticket | **print ticket**

digital ticket
The QR code renews itself at regular intervals to prevent misuse. ← QR code is displayed on the terminal

print ticket
PrintPage erscheint wie gewohnt und Ticket wird gedruckt.

QR code is displayed on the terminal ↓

Customer scans QR code with mobile phone camera

↓

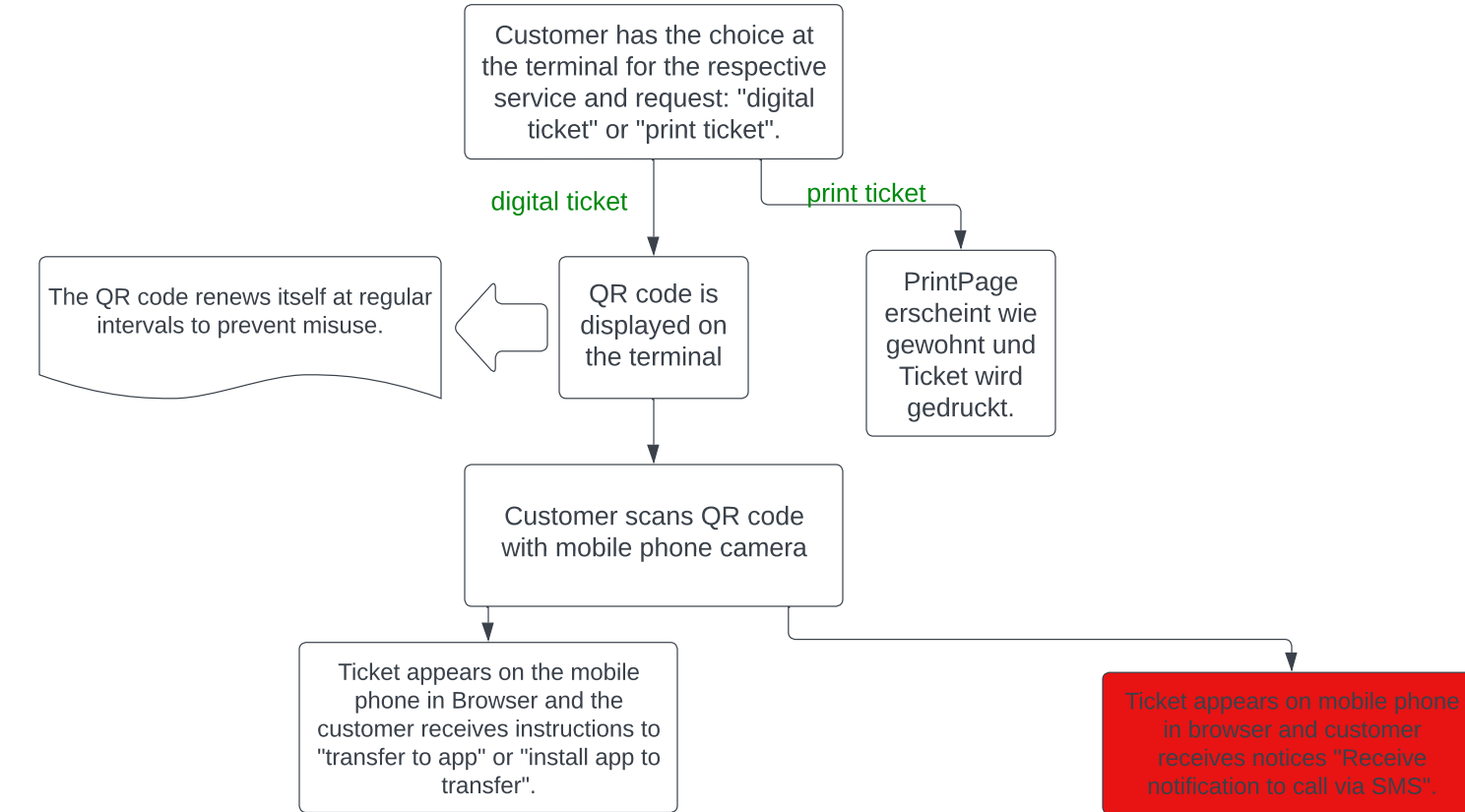Ticket appears on the mobile phone in Browser and the customer receives instructions to "transfer to app" or "install app to transfer".
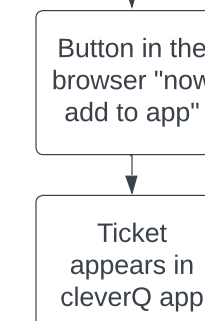
App already downloaded | **App not yet downloaded**

App already downloaded
Button in the browser "now add to app"

↓

Ticket appears in cleverQ app

↓

customer is informed about the call via push notification

ticket call as on the monitor

App not yet downloaded
Button with link to App Store to download app

↓

Customer downloads app

↓

Customer clicks to import the ticket into the app

↓

customer is informed about the call via push notification

ticket call as on the monitor

(SMS branch)
Ticket appears on mobile phone in browser and customer receives notice "Receive notification to call via SMS"

↓

Customer enters their mobile phone number

↓

Customer receives SMS with ticket number

↓

Client receives SMS when called