

Screenshots zu Serviceoptimierungen

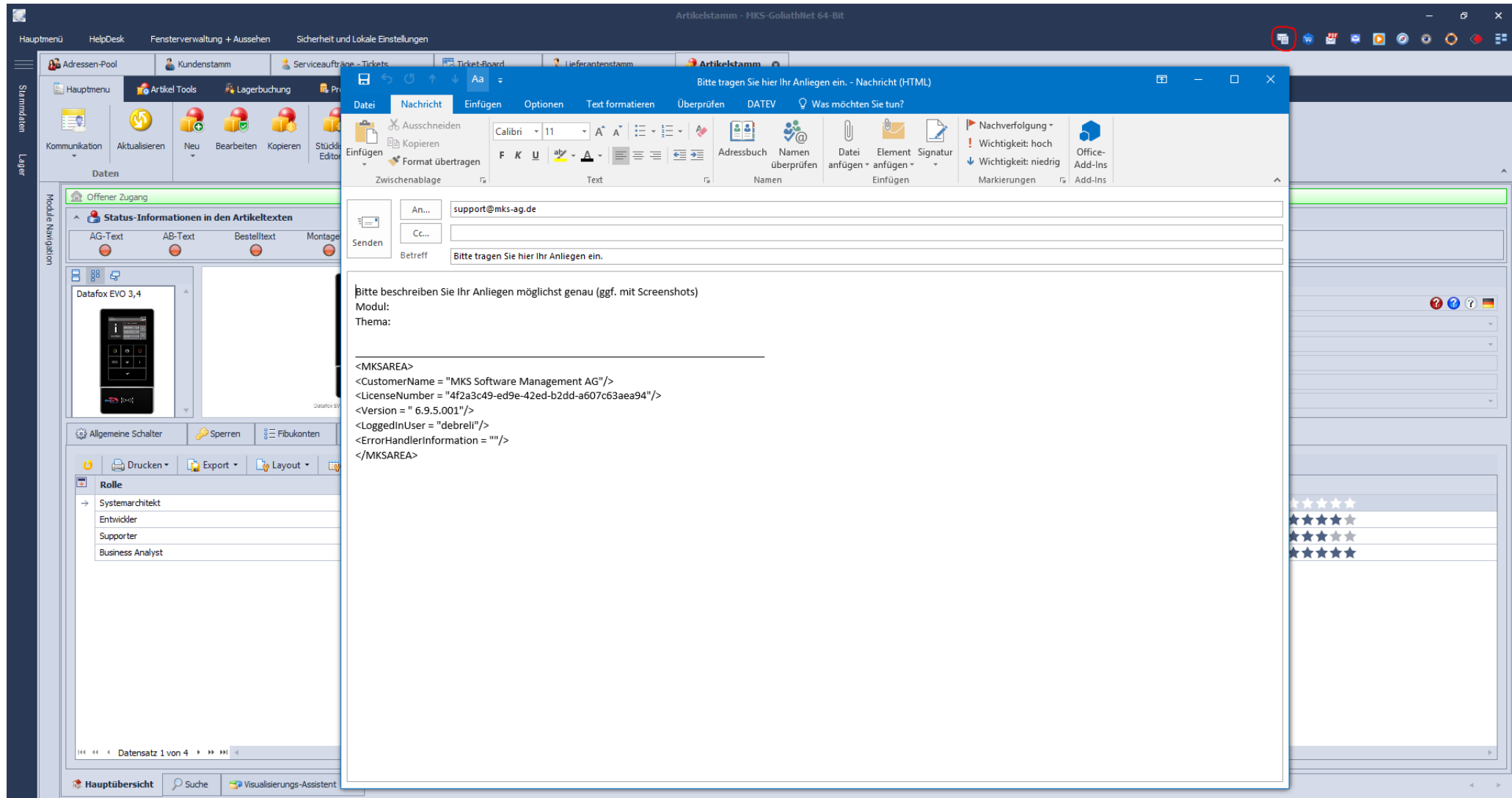
Zuordnung von Mitarbeitern zu einem Artikel inklusive Rolle und Wissensstand.

The screenshot shows the 'Artikelstamm' (Article Master) window for article 'ZDET001'. The interface includes a top menu bar, a toolbar with various actions like 'Aktualisieren', 'Neu', 'Bearbeiten', 'Kopieren', etc., and a main content area. The 'Zuordnung' (Assignment) table is visible at the bottom, showing the following data:

Rolle	Ansprechpartner	Notiz	Wissensstand
Systemarchitekt	SAMOYLENKO OLEKSANDR		★★★★★
Entwickler	KEMPF RAINER		★★★★★
Supporter	KENDZIERSKI ALEXANDER		★★★★★
Business Analyst	KEMPF MICHAEL		★★★★★

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Support-E-Mail öffnet sich automatisch, wenn Sie auf das neue Symbol oben rechts klicken.



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Modulzuordnung zu einem Ticket im Ticketboard

The screenshot displays the MKS Goliathlet 64-Bit Ticket Board interface. The main window shows a ticket detail view for ticket number 1056142, titled 'Test ServerEye'. The ticket is associated with the customer 'DEMOMKSAG ENG' and the contact '1234567890'. The ticket is currently in the 'Vorschau' (Preview) mode.

The interface is divided into several sections:

- Suche (Search):** A search bar containing 'demomksag' and a list of search results.
- Kunden und Technikerliste (Customers and Technicians List):** A table listing customers and technicians with columns for name, contact, project, status, and creation date.
- Modul Zuordnung (Module Assignment):** A field in the 'Parameters' section, highlighted with a red box, showing the current assignment and options to change it.
- Veranlasst (Caused by):** A section showing the ticket's origin, 'An das Test2 Test1'.
- Position (Position):** A section showing the ticket's position, with 'Techniker' and 'Berechnungsart' fields.

The bottom of the interface features a navigation bar with various icons and a status bar showing the current dataset and page information.