



## Improve Productivity & Significantly Reduce Response Times with Smart Tickets

-  **Increased Accountability**
-  **Improved Workplace Efficiency**
-  **Enhanced Productivity**

### Automatic, Intelligent Dispatching of Work Tickets



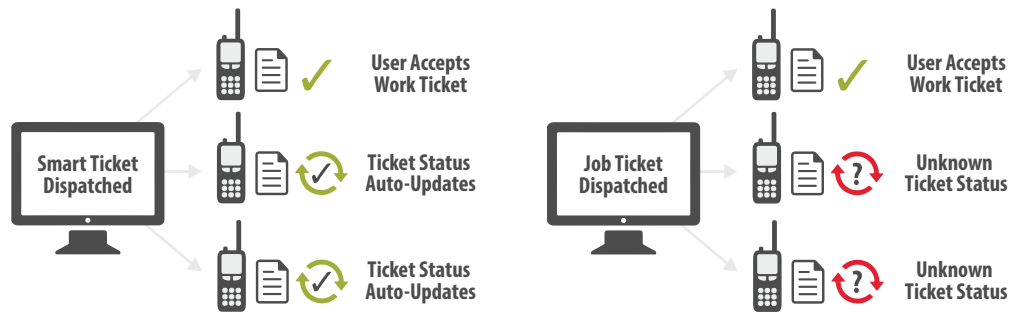
#### Automated Alarm & Work Ticket Management

Teldio's Alarm Control System (ACS) ensures that the alarm and work ticket notification process is automatic, efficient and reliable. Integrating into building management & network systems, ACS automatically dispatches alarms as work tickets to employee's MOTOTRBO radios, mobile phones and/or email-enabled devices based on the time of day, schedule & competency necessary to respond.

ACS's closed loop system pushes work tickets to the next suitable person until they are acknowledged. By doing so, response times are significantly reduced, resulting in increased efficiency and productivity.

### Work Smarter with Teldio Smart Tickets

Effective job ticket management requires two essential elements: collaboration & coordination. Smart Tickets gives you both, ensuring that work ticket management runs smoothly from beginning to end. As a team member accepts and closes a work ticket, the remaining group members' radios automatically update the work ticket's status. By keeping everyone in the sync, employees are more productive, efficient and the work flow is better managed.



### Teldio Smart Tickets

VS.

### MOTOTRBO™ Job Tickets

- Tickets are dynamically updated on all radios as a user accepts the ticket
- Dynamic responses based on pre-programmed ticket rules (ex: fire alarm tickets cannot be declined)
- When a user accepts the ticket from ACS, email or cell phone, tickets are automatically updated on all radios

- Multiple users receive the same ticket, yet responses are not communicated to the group
- Users have no indication if tickets are accepted, resolved, or closed by other users
- Static reply options