Use of the BioMedion ticket system "BCS"

BioMedion uses Projektron BCS for project management, accounting, time tracking . This system has an integrated ticketing module, through which we can discuss with our customers their wishes, suggestions and exchange open problems. The tickets are always related to one customer and one project.

The ticketing module allows us to track all customer requests that have occurred, which to document results in a comprehensible way, so that both sides have a good overview of ongoing processes.
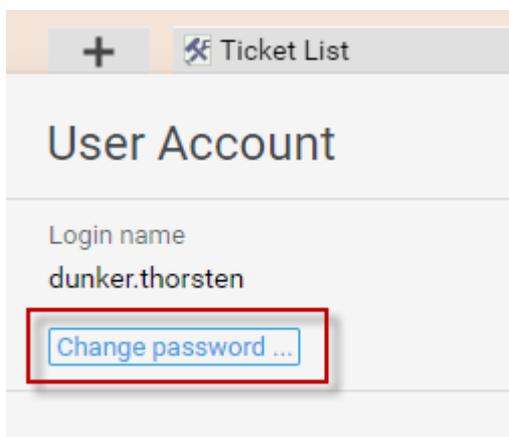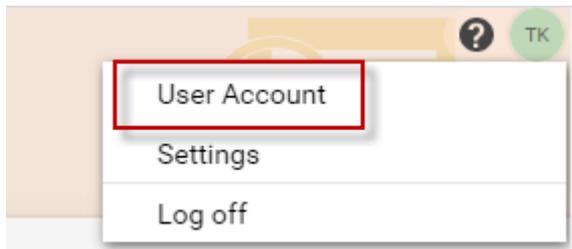
The account

A user account is required to use the ticketing system. Please contact our Support staff on it. With the sent user account you can log in at the ticketing portal register.

After logon, the list of open tickets appears:

This should be empty at the beginning.

In upper right hand corner User Account settings are available. You can change your password there.
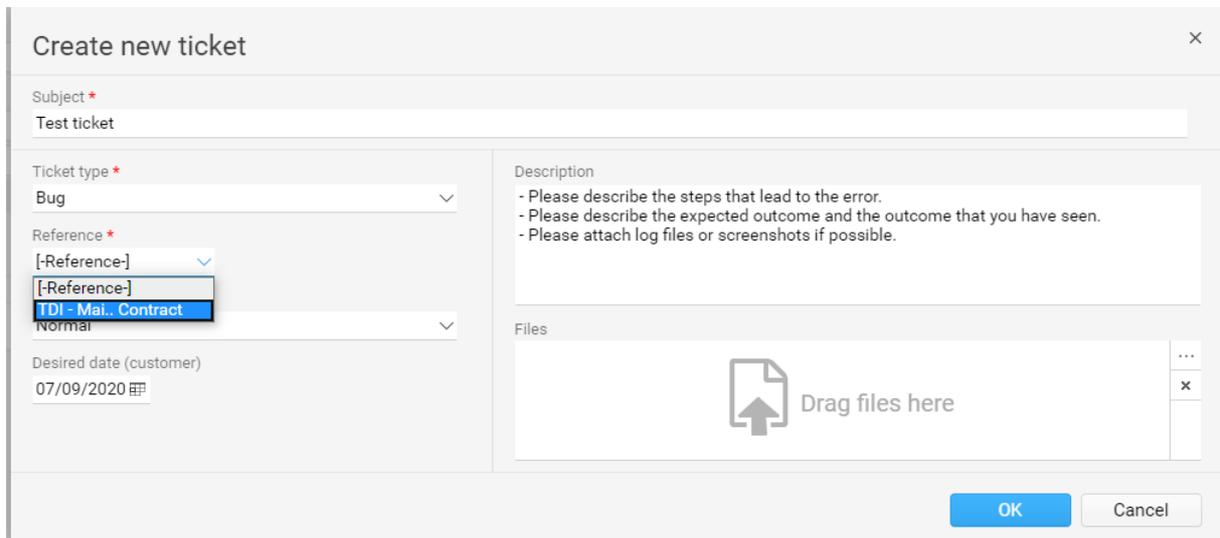
Create a ticket

To create a ticket, click on "New" in the Ticket List-view.

Please describe the problem or suggestion as detailed as possible. If necessary, send us a message via the "Attachments" function provides files that could be helpful in solving the problem. Each ticket must be linked to a project. For systems in the introduction phase a correspondingly named project is available, for systems on maintenance please choose the reference "Maintenance Contract" as an option.

With "Submit" the ticket can be transmitted. The creator and our support staff will receive notification e-mails when a new ticket is created or when changes are made to a ticket.

Processing a ticket

The processing status of a ticket can be viewed in the ticket list (or a ticket search). In this state you can stop processing the ticket by setting the "Customer" status to "Done".
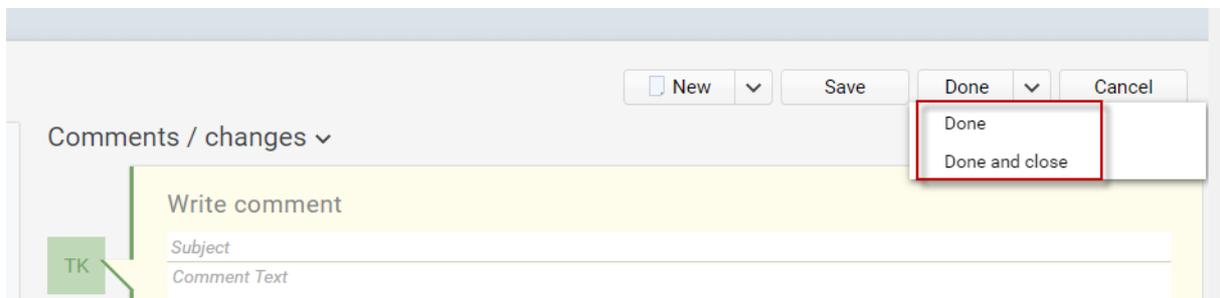
Alternatively, you can add comments or additional files to the ticket. To do this, please click on the pencil symbol. In the appearing dialog you can add a new comment, for example.