

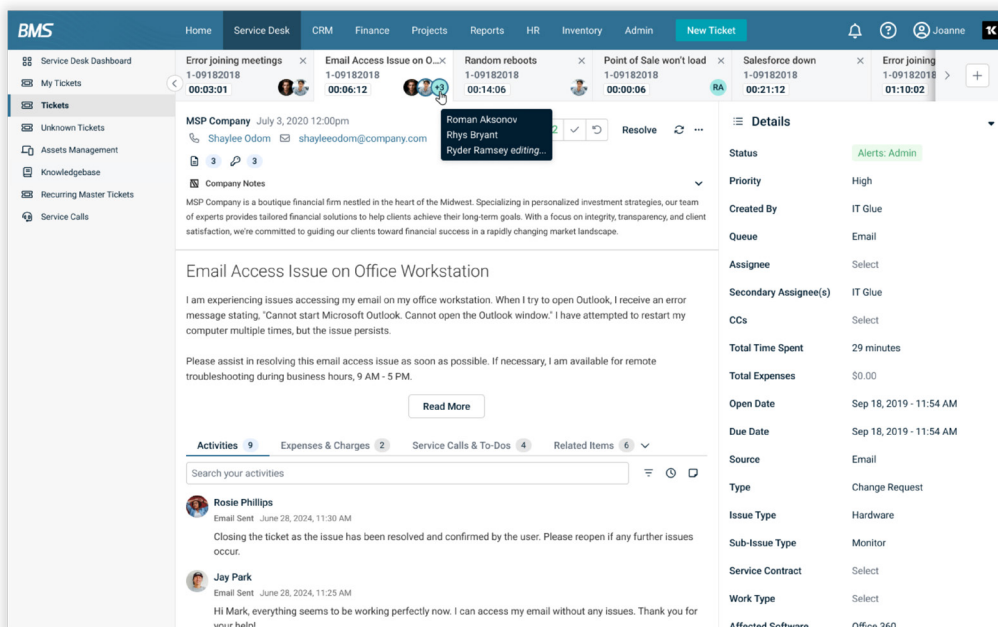
# BMS Collision-Free Ticketing

Get complete insight into who is viewing or working on a ticket, allowing you to avoid duplicate efforts and improve coordination.

- Real-time collaboration alerts: Receive immediate notifications and visibility whenever another technician is viewing or editing the same ticket, reducing risks of conflicting updates or duplicated efforts.
- Live update tracking: Always work with the most up-to-date information. BMS will notify you of any changes and new activity on a ticket, so you can refresh to see the latest version.
- Enhanced service accuracy: Eliminate redundant end-user engagement and provide streamlined support through efficient team communication, improving customer satisfaction and reducing error rates.

## Collision-free ticketing details

- View the activity status of each ticket, including who's interacting with it, to ensure a coordinated support effort.
- Receive real-time notifications to refresh ticket views when changes occur and new activity is posted, so you're always working with the latest information.
- Reduce instances of duplicate communication with end-users, delivering a smoother support experience.



# BMS™

## At-a-Glance Benefits

- Instantly see who else is on a ticket, preventing duplicate work.
- Stay informed on ticket changes instantly and seamlessly.
- Minimize duplicate end-user engagements, creating a seamless customer experience.

## Getting Started

To enable Collision-Free Ticketing, visit the admin page within your BMS environment.

For step-by-step guidance, check the [BMS Knowledge Base article](#) or reach out to support via [KaseyaOne](#) if you need further assistance.

## Interested in BMS?

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