

## Use Case: Cross Domain Integration

### Client Requirement

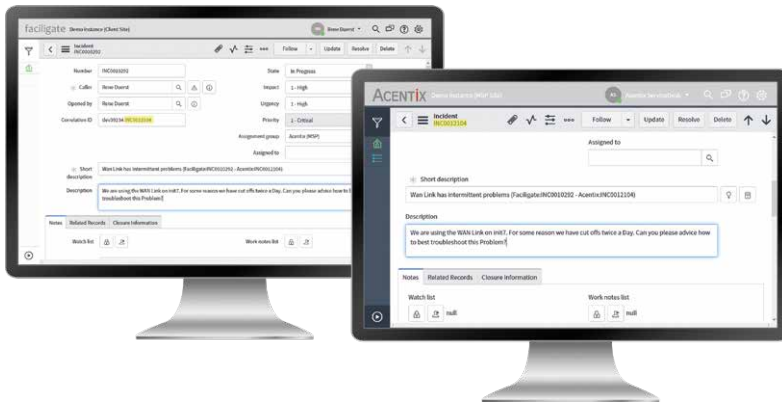
- Use one Incident Tool only, for internal and external (Service Provider SP) tickets
- Ticket assigned to SP must open ticket in peer system automatically
- Public comments shall than be synchronized across domains

### Endpoints

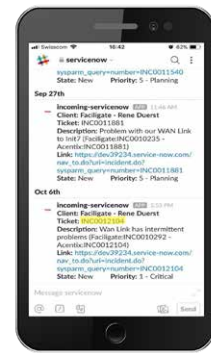


### Advantage

- Ticket status report can be run from either system
- Synchronization happens nearly real time
- Critical ticket re-routed to SLACK channel for escalation



Ticket Systems Cross Domain



SLACK channel