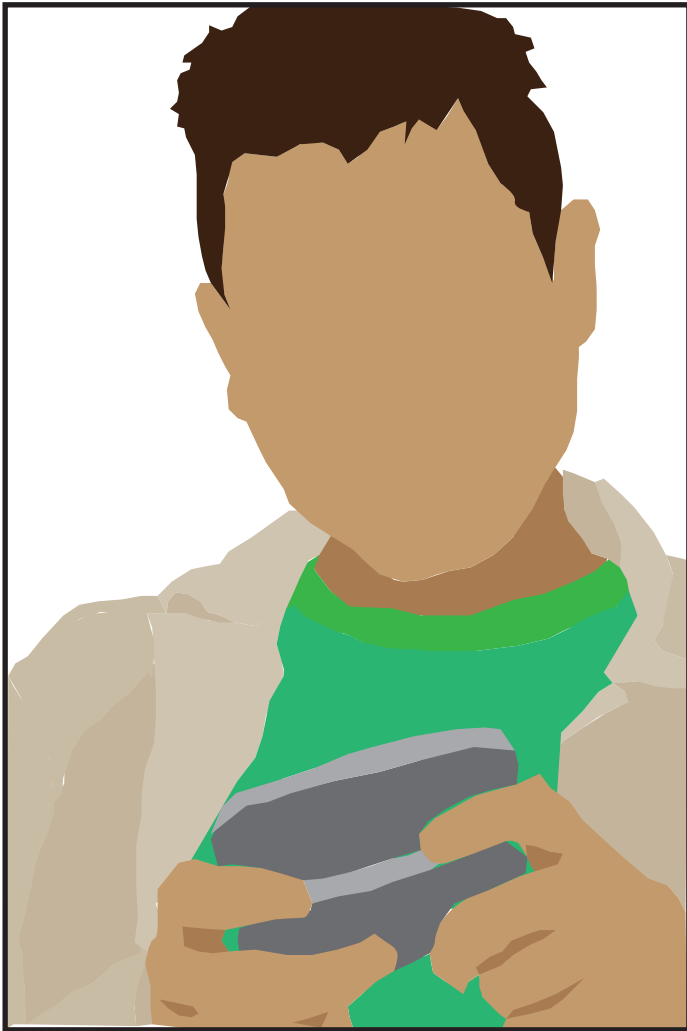
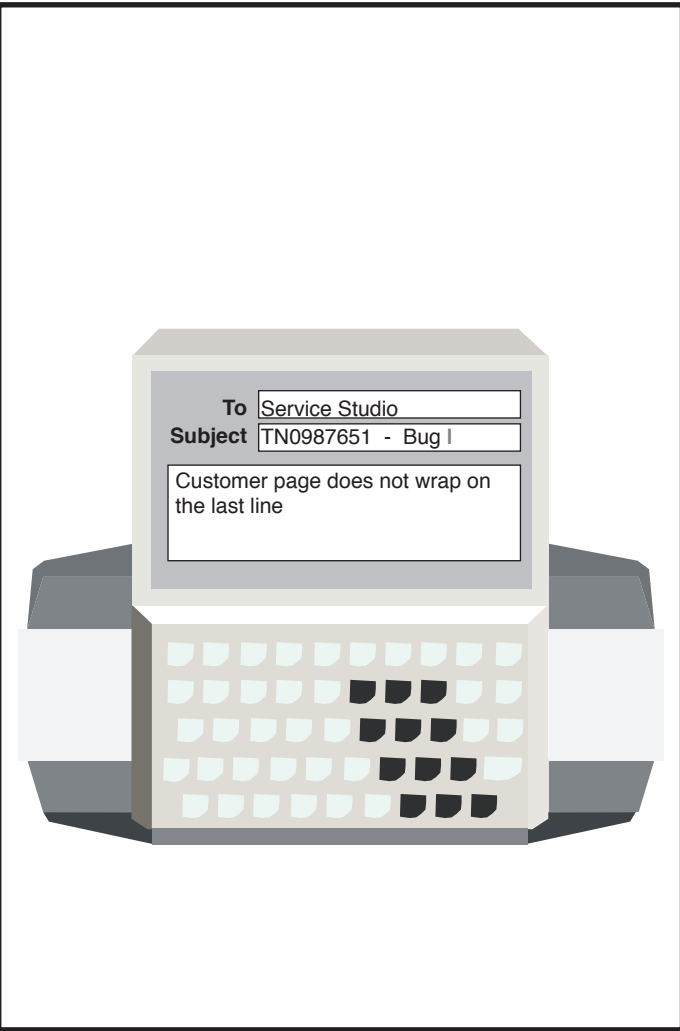


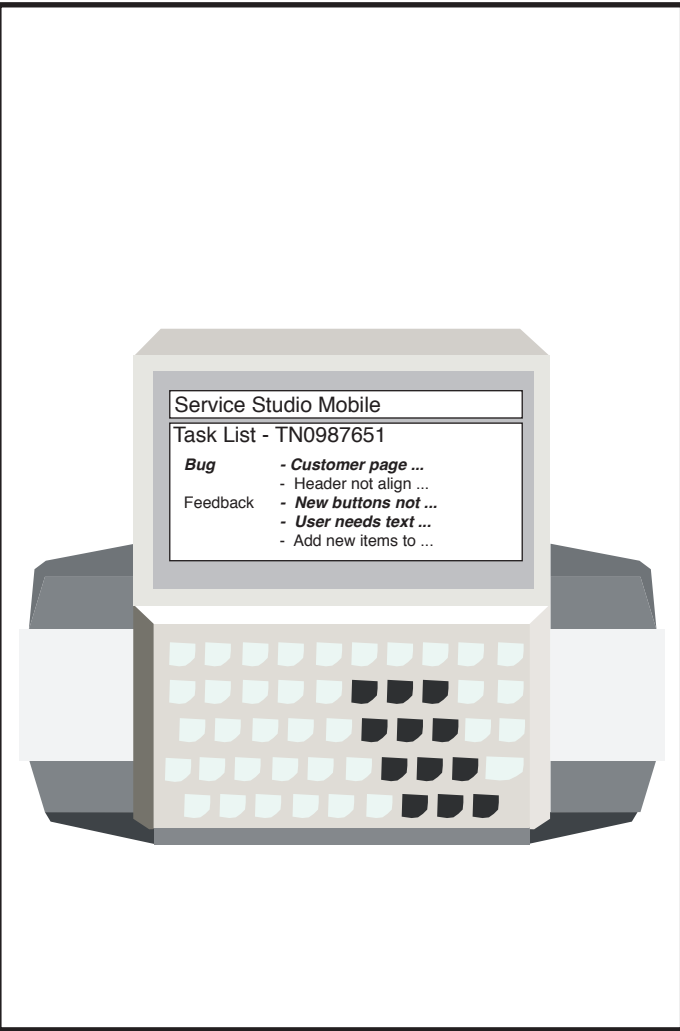
Title: Mobile phone interaction



While out to lunch, Tim receives a text from the client which indicates a bug in the software



Tim forwards the text message to Service Studio by entering the project number and the word Bug in the subject line



Tim opens the Service Studio mobile application and sees that the item forwarded has been added to the list of bugs in his tasks list