



14th ANNUAL USERS CONFERENCE
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Service 101 – Part 2

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SedonaSchedule – Ticket Queue

The Ticket Queue is designed to be a central location for viewing and working with Tickets. Each User is able to configure the view of the Ticket Queue to their personal preference for ease in finding the information needed to perform their job.

In SedonaOffice, there are four types of Tickets:

- **Service Tickets** - These are Tickets where your company is responsible for performing the work.
- **Inspection Tickets** - These types of Tickets are generated in bulk on a periodic basis; usually once a month. The need to generate Inspection Tickets is based upon an Inspection Record that is setup on a customer's System record. On the Inspection setup, a default Service Company is assigned to the Inspection record; this identifies whether your company will be performing the Inspection.
- **Vendor Tickets** - These are Tickets where a Service Provider (subcontractor) is performing the work on the Ticket. If a Service Provider is the typical servicer of the System, you may set the default Service Company on the System record to a Service Provider. When a new Ticket is created, the default Service Company on the System record is used; if that is set to a Service Provider type Service Company, the Ticket will automatically be coded as a Vendor Ticket.

Regular Service Tickets may be turned into Vendor Tickets by changing the Service Company to a Service Provider type [service Company] on the Service Ticket data entry form.

- **Vendor Inspection Tickets** - Similar to regular Inspection Tickets; on the Inspection setup, if a Service Provider type of Service Company is selected, when the Inspection Ticket generation process occurs, Inspection Tickets will be coded as Vendor Inspection type tickets.

Notes

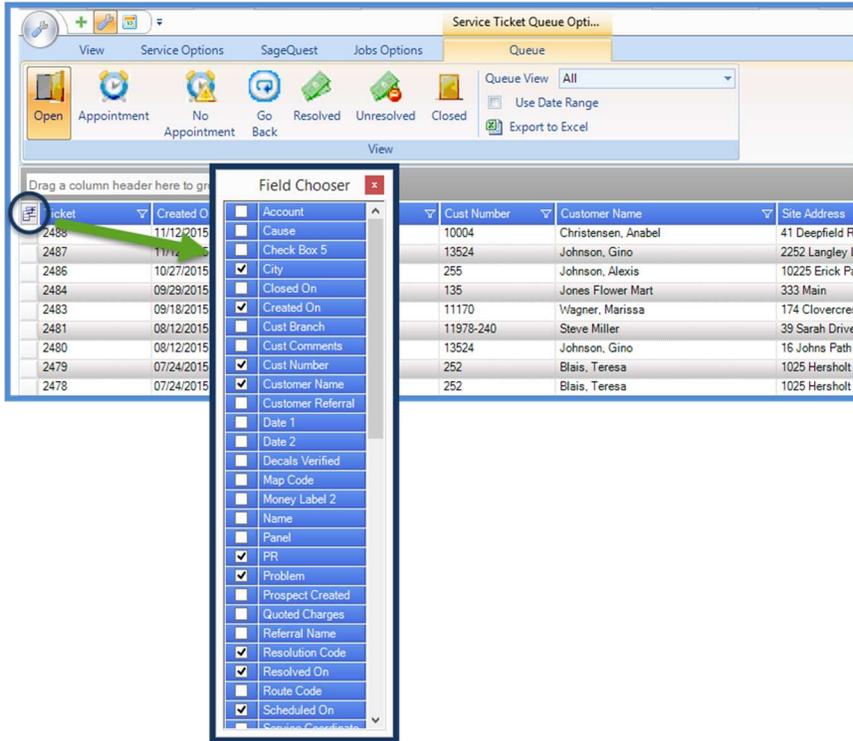
Configuring the Ticket Queue

When first accessing the Ticket Queue, all available columns of data are displayed. Each User may pick and choose which columns they desire to be displayed each time the Ticket Queue is accessed. Once the columns have been selected, the software will remember these settings every time the User logs into SedonaSchedule.

Ticket	Created On	PR	ST	Cust Number	Customer Name	Site Address	City	Problem	Technician	Scheduled On	Resolution	Resolved On
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth	Camera			N/A	
2487	11/12/2015	Medium	OP	13524	Johnson, Gino	2252 Langley Lane	Novi	Add Equipment			N/A	
2486	10/27/2015	Medium	SC	255	Johnson, Alexis	10225 Erick Pass	Plymouth	Add Equipment	Larry Jackson	11/12/2015 8:00 AM	N/A	
2484	09/29/2015	Medium	SC	135	Jones Flower Mart	333 Main	Plymouth	Insp-Other	Mike McKenzie	11/12/2015 8:00 AM	N/A	
2483	09/18/2015	Medium	GB	11170	Vispner, Marissa	174 Clovercrest	Novi	Can't Set B/A	Marlin Larson	9/18/2015 11:00 AM	N/A	
2481	08/12/2015	Medium	SC	11978-240	Steve Miller	39 Sarah Drive	Plymouth	Can't Set B/A		8/13/2015 11:00 AM	N/A	
2480	08/12/2015	Medium	SC	13524	Johnson, Gino	16 Johns Path	Novi	Low Battery	Marshall Watson	8/14/2015 10:00 AM	N/A	
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth	Low Battery	Orlando Smith	7/24/2015 10:00 AM	N/A	
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	AC Power Failure	Orson Goodman	7/23/2015 9:00 AM	3 Repair	7/24/2015 3:56 A.
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	Add Equipment	Jimmy John	7/22/2015 10:00 AM	1 Add	7/24/2015 3:55 A.
2475	07/13/2015	Medium	RS	248	Lynn Jones	1245 Buton	Farmington	Can't Set B/A		7/13/2015 9:00 AM	4 Replace	7/13/2015 8:10 A.
2473	07/07/2015	Medium	RS	10024-6	Hoffman Auto Group	750 Connecticut Blvd	Canton	Prog Fee			N/A	
2472	07/07/2015	Medium	RS	10024-5	Hoffman Auto Group	600 Connecticut Blvd	Canton	Prog Fee			N/A	
2470	07/07/2015	Medium	RS	15405	Hoffman Auto Group	36 Albany Turnpike	Plymouth	Prog Fee			N/A	
2469	07/07/2015	Low	RS	15405	Hoffman Auto Group	36 Albany Turnpike	Plymouth	Code Changes			N/A	
2468	07/07/2015	Medium	RS	195	Whittier Auto Group	8 Main Street	Plymouth	Arming			N/A	
2466	05/27/2015	Medium	SC	45501	Smith, Henry	625 N Main	Canton	Insp-CCTV	Marshall Watson	6/23/2015 3:00 PM	N/A	
2465	05/27/2015	High	SC	31705-4	Plymouth Plantation-Carrage (Fire & Bur...	137 Warren Avenue	Plymouth	Insp-Sprinkler	Mark Miller	11/2/2015 2:00 AM	N/A	
2464	05/27/2015	Critical	SC	31705-24	Plymouth Plantation-Galleria	137 Warren Avenue	Plymouth	Insp-Fire	Mark Miller	11/2/2015 2:00 AM	N/A	
2463	05/27/2015	Medium	RS	31705-1	Plymouth Plantation-Carrage (Fire & Bur...	137 Warren Avenue	Plymouth	Insp/Waterflow			4 Replace	8/12/2015 11:50

Notes

Clicking on the Field Chooser at the upper left of the Ticket Queue will display a list of all the available columns from which to select.



Notes

Once the desired fields have been selected, you may re-arrange the order of the columns by dragging to the desired location.

Service Ticket Queue Opti... SedonaSchedule 5.7.0.23 - Sedona Security

View Service Options SageQuest Jobs Options Queue

Queue View All

Use Date Range

Export to Excel

Open Appointment No Appointment Go Resolved Unresolved Closed

Drag a column header here to group by that column.

Ticket	Created On	PR	ST	Cust Number	Customer Name	Site Address	Problem	Technician	Scheduled On	City	Resolution	Resolved
2488	11/12/2015	Medium	DP	10004	Christensen, Anabel	41 Deepfield Rd	Camera			Plymouth	N/A	
2487	11/12/2015	Medium	DP	13524	Johnson, Gino	2252 Langley Lane	Add Equipment			Novi	N/A	
2486	10/27/2015	Medium	SC	255	Johnson, Alexis	10225 Erick Pass	Add Equipment	Larry Jackson	11/12/2015 8:00 AM	Plymouth	N/A	
2484	09/29/2015	Medium	SC	135	Jones Flower Mart	333 Main	Insp-Other	Mike McKenzie	11/12/2015 8:00 AM	Plymouth	N/A	
2483	09/18/2015	Medium	GB	11170	Wagner, Marissa	174 Clovercrest	Can't Set B/A	Marlin Larson	9/18/2015 11:00 AM	Novi	N/A	
2481	08/12/2015	Medium	SC	11978-240	Steve Miller	39 Sarah Drive	Can't Set B/A		8/13/2015 11:00 AM	Plymouth	N/A	
2480	08/12/2015	Medium	SC	13524	Johnson, Gino	16 Johns Path	Low Battery	Marshall Watson	8/14/2015 10:00 AM	Novi	N/A	
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Low Battery	Orlando Smith	7/24/2015 10:00 AM	Plymouth	N/A	
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	AC Power Failure	Orson Goodman	7/23/2015 9:00 AM	Plymouth	3 Repair	7/24/2015
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Add Equipment	Jimmy John	7/22/2015 10:00 AM	Plymouth	1 Add	7/24/2015
2475	07/13/2015	Medium	RS	248	Lynn Jones	1245 Button	Can't Set B/A		7/13/2015 9:00 AM	Farmington	4 Replace	7/13/2015
2473	07/07/2015	Medium	RS	10024-6	Hoffman Auto Group	750 Connecticut Blvd	Prog Fee			Canton	N/A	
2472	07/07/2015	Medium	RS	10024-5	Hoffman Auto Group	600 Connecticut Blvd	Prog Fee			Canton	N/A	
2470	07/07/2015	Medium	RS	15405	Hoffman Auto Group	36 Albany Turnpike	Prog Fee			Plymouth	N/A	
2469	07/07/2015	Low	RS	15405	Hoffman Auto Group	36 Albany Turnpike	Code Changes			Plymouth	N/A	

Notes

Column widths may also be adjusted to the User's preference.

The screenshot shows a software interface with a menu bar and a table of service tickets. The menu bar includes 'View', 'Service Options', 'SageQuest', 'Jobs Options', and 'Queue'. The 'Queue' menu is open, showing options like 'Queue View: All', 'Use Date Range', and 'Export to Excel'. Below the menu is a toolbar with icons for 'Open', 'Appointment', 'No Appointment', 'Go Back', 'Resolved', 'Unresolved', and 'Closed'. A table with columns 'Ticket', 'Created On', 'PR', 'ST', 'Cust Numbe', 'Customer Name', 'Address', and 'City' is displayed. A double-headed arrow is positioned over the 'Address' column header, indicating that column widths can be adjusted.

Ticket	Created On	PR	ST	Cust Numbe	Customer Name	Address	City
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth
2487	11/12/2015	Medium	OP	13524	Johnson, Gino	2252 Langley Lane	Novi
2486	10/27/2015	Medium	SC	255	Johnson, Alexis	10225 Erick Pass	Plymouth
2484	09/29/2015	Medium	SC	135	Jones Flower Mart	333 Main	Plymouth
2483	09/18/2015	Medium	GB	11170	Wagner, Marissa	174 Clovercrest	Novi
2481	08/12/2015	Medium	SC	11978-240	Steve Miller	39 Sarah Drive	Plymouth
2480	08/12/2015	Medium	SC	13524	Johnson, Gino	16 Johns Path	Novi
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2475	07/13/2015	Medium	RS	248	Lynn Jones	1245 Button	Farmington
2473	07/07/2015	Medium	RS	10024-6	Hoffman Auto Group	750 Connecticut Blvd	Canton

Notes

Sorting Filtering & Grouping

The Ticket Queue may sorted and filtered to display the list of Tickets in the fashion desired by the User.

Sorting

Sorting is accomplished by clicking on the header name of any of the displayed columns within the Ticket Queue.

The screenshot shows the 'Service Ticket Queue' window. The interface includes a ribbon with tabs for 'View', 'Service Options', 'SageQuest', 'Jobs Options', and 'Queue'. The 'Queue' tab is active, showing a 'Queue View' dropdown set to 'All' and buttons for 'Use Date Range' and 'Export to Excel'. Below the ribbon is a toolbar with icons for 'Open', 'Appointment', 'No Appointment', 'Go Back', 'Resolved', 'Unresolved', and 'Closed'. A text box above the table says 'Drag a column header here to group by that column.' The table below has the following data:

Ticket	Created On	PR	ST	Cust Numbe	Customer Name	Site Address	City
2486	11/12/2015	Medium	OP	16864	Christensen, Anabel	41 Deepfield Rd	Plymouth
2487	11/12/2015	Medium	OP	13524	Johnson, Gino	2252 Langley Lane	Novi
2486	10/27/2015	Medium	SC	255	Johnson, Alexis	10225 Erick Pass	Plymouth
2484	09/29/2015	Medium	SC	135	Jones Flower Mart	333 Main	Plymouth
2483	09/18/2015	Medium	GB	11170	Wagner, Marissa	174 Clovercrest	Novi
2481	08/12/2015	Medium	SC	11978-240	Steve Miller	39 Sarah Drive	Plymouth
2480	08/12/2015	Medium	SC	13524	Johnson, Gino	16 Johns Path	Novi
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2475	07/13/2015	Medium	RS	248	Lynn Jones	1245 Buton	Farmington
2473	07/07/2015	Medium	RS	10024-6	Hoffman Auto Group	750 Connecticut Blvd	Canton

Notes

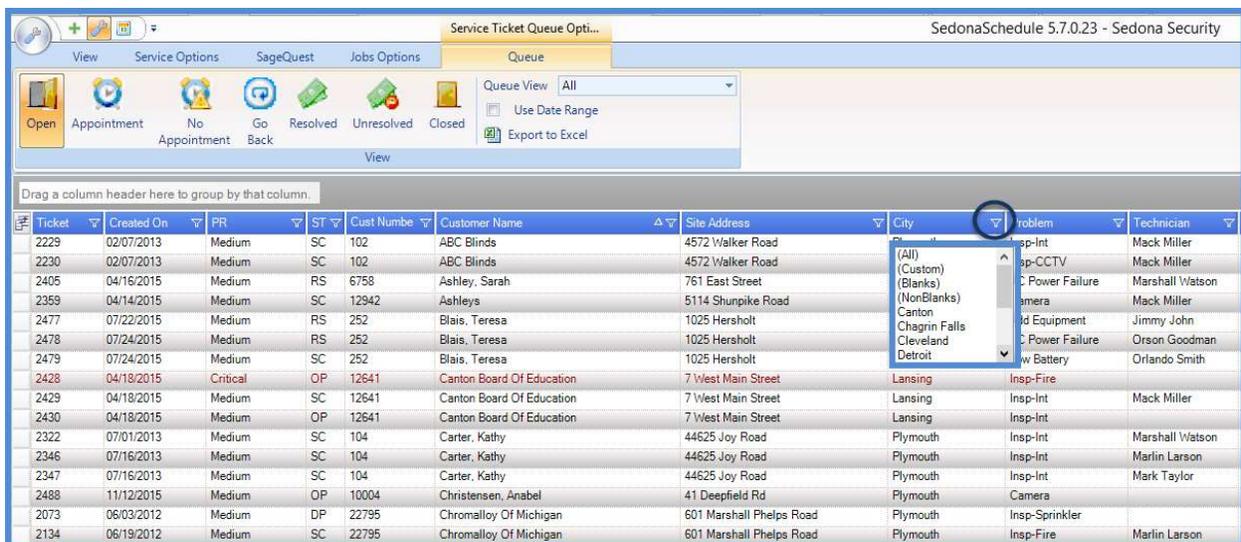
Filtering

Filtering is used to narrow down the list to just the Tickets you want to work with.

For example, you want to view all of the Tickets where the Site is in a particular city. When clicking on the filter icon in the column header, a list of choices will be listed for all Tickets currently displayed. You may make one choice from the filter drop-down list. If you want to select more than once choice for the field, then you would need to create a custom filter.

To remove a filter, click on the Filter button and select *ALL* at the top of the drop-down list.

When a Filter has been applied to one or more columns, a gold asterisk  will replace the Filter button.



The screenshot shows the 'Service Ticket Queue Options' window. The 'Queue' tab is active, and the 'Queue View' is set to 'All'. A table of tickets is displayed with columns: Ticket, Created On, PR, ST, Cust Number, Customer Name, Site Address, City, Problem, and Technician. The 'City' column header has a filter icon (a blue square with a white asterisk) and a dropdown menu is open, showing a list of cities: (All), (Custom), (Blanks), (NonBlanks), Canton, Chagrin Falls, Cleveland, and Detroit. A gold asterisk is visible in the City column header, indicating that a filter has been applied.

Ticket	Created On	PR	ST	Cust Number	Customer Name	Site Address	City	Problem	Technician
2229	02/07/2013	Medium	SC	102	ABC Blinds	4572 Walker Road		Inspection	Mack Miller
2230	02/07/2013	Medium	SC	102	ABC Blinds	4572 Walker Road		Inspection	Mack Miller
2405	04/16/2015	Medium	RS	6758	Ashley, Sarah	761 East Street		Power Failure	Marshall Watson
2359	04/14/2015	Medium	SC	12942	Ashleys	5114 Shunpike Road		Camera	Mack Miller
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt		Equipment	Jimmy John
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt		Power Failure	Orson Goodman
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt		Battery	Orlando Smith
2428	04/18/2015	Critical	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	Inspection	
2429	04/18/2015	Medium	SC	12641	Canton Board Of Education	7 West Main Street	Lansing	Inspection	Mack Miller
2430	04/18/2015	Medium	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	Inspection	
2322	07/01/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Inspection	Marshall Watson
2346	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Inspection	Marlin Larson
2347	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Inspection	Mark Taylor
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth	Camera	
2073	06/03/2012	Medium	DP	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	Inspection	
2134	06/19/2012	Medium	SC	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	Inspection	Marlin Larson

Notes

Custom Filters

Custom Filters help to refine the list of Tickets displayed in the list depending on what you want to view. For example, you want to see all Tickets where the Priority code is set to Critical or Medium.

The screenshot shows a software interface for managing service tickets. At the top, there are tabs for 'View', 'Service Options', 'SageQuest', 'Jobs Options', and 'Queue'. Below these are various icons for ticket status: Open, Appointment, No Appointment, Go Back, Resolved, Unresolved, and Closed. A 'Queue View' dropdown is set to 'All', with options for 'Use Date Range' and 'Export to Excel'. A table of tickets is displayed with columns: Ticket, Created On, PR, ST, Cust Numbe, and Customer Name. A dropdown menu is open over the 'PR' column, showing options: (All), (Custom), (Blanks), (NonBlanks), Critical, High, Low, and Medium. An arrow points from the 'Custom' option in the dropdown to a 'Custom Filter' dialog box. The dialog box has a title bar with a filter icon and a close button. It contains the text 'Filter based on Any of the following conditions:'. Below this are two rows of filter conditions, each with an 'Add' button on the left and a 'Delete' button on the right. The first row shows 'PR = Equals Medium' and the second row shows 'PR = Equals Critical'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Ticket	Created On	PR	ST	Cust Numbe	Customer Name
2229	02/07/2013	(All)	SC	102	ABC Blinds
2230	02/07/2013	(Custom)	SC	102	ABC Blinds
2405	04/16/2015	(Blanks) (NonBlanks)	RS	758	Ashley, Sarah
2359	04/14/2015	Critical	SC	2942	Ashleys
2477	07/22/2015	High	RS	252	Blais, Teresa
2478	07/24/2015	Low	RS	252	Blais, Teresa
2479	07/24/2015	Medium	SC	252	Blais, Teresa
2428	04/18/2015	Critical	OP	12641	Canton Board Of Education
2429					
2430					
2322					
2346					
2347					

Notes

Grouping

Within the Ticket Queue, you may view the Tickets in *Groups*. When using Groups, the view of the Ticket Queue changes to a tree structure. After creating a Group, each line displayed within the Ticket Queue may be expanded to show the Tickets that belong to that Group.

To create a Group, drag and drop the desired field to the gray Filter Bar located above the field names area of the Ticket Queue. In the example below, we have grouped the Tickets by the Site city name.

To remove a Group and return to the full Ticket Queue view, drag the Group name displayed in the gray bar down into the list of Tickets.

The screenshot shows the 'Service Ticket Queue' window. At the top, there are tabs for 'View', 'Service Options', 'SageQuest', 'Jobs Options', and 'Queue'. Below the tabs is a toolbar with icons for 'Open', 'Appointment', 'No Appointment', 'Go Back', 'Resolved', 'Unresolved', and 'Closed'. A 'Queue View' dropdown menu is set to 'All', with options for 'Use Date Range' and 'Export to Excel'. Below the toolbar is a 'City' filter bar. The filter bar is expanded to show a tree view of cities and their ticket counts:

- City : Canton (9 items)
- City : Chagrin Falls (2 items)
- City : Cleveland (1 item)
- City : Detroit (12 items)
- City : Farmington (1 item)
- City : Joshua Tree (2 items)
- City : La Habra (1 item)
- City : Lansing (5 items)**
- City : Livonia (4 items)
- City : Novi (7 items)
- City : Plymouth (103 items)

The 'Lansing' group is selected, and a table of tickets is displayed below it:

Ticket	Created On	PR	ST	Cust Number	Customer Name	Site Address	Problem
2428	04/18/2015	Critical	OP	12641	Canton Board Of Education	7 West Main Street	Insp-Fire
2429	04/18/2015	Medium	SC	12641	Canton Board Of Education	7 West Main Street	Insp-Int
2430	04/18/2015	Medium	OP	12641	Canton Board Of Education	7 West Main Street	Insp-Int
2447	04/20/2015	Medium	RS	13884	The Taft Apartments	414 Chapel Street	Add Equipmen
2449	04/21/2015	Critical	SC	13884	The Taft Apartments	414 Chapel Street	Insp-Fire

Below the table, a 'Count = 5' label is shown, followed by the same city list as above.

Notes

Ticket Colors

Ticket color display has been coded into the Ticket Queue. The font color of a Ticket displayed in the Ticket Queue depends on the Priority of the Ticket. When a Ticket is initially created, the User must select a Problem Code; in the Problem Code setup table, a default Priority is assigned to that code. The default priority auto-fills into the Ticket, however the User creating the Ticket may choose to either escalate or de-escalate the Ticket Priority. Priority Codes are hard-coded into the software and cannot be added, changed, or deleted. Below are the Priority color codes.

- Low - Green
- Medium - Black
- High - Blue
- Critical – Red

Ticket	Created On	PR	ST	Cust Numbe	Customer Name	Site Address	City	Problem	Technician	Scheduled
2229	02/07/2013	Low	SC	102	ABC Blinds	4572 Walker Road	Plymouth	Insp-Int	Mack Miller	4/13/2015 8
2230	02/07/2013	Medium	SC	102	ABC Blinds	4572 Walker Road	Plymouth	Insp-CCTV	Mack Miller	4/13/2015 1
2405	04/16/2015	Medium	RS	6758	Ashley, Sarah	761 East Street	Novi	AC Power Failure	Marshall Watson	4/16/2015 9
2359	04/14/2015	High	SC	12942	Ashleys	5114 Shunpike Road	Canton	Camera	Mack Miller	5/27/2015 1
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	Add Equipment	Jimmy John	7/22/2015 1
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	AC Power Failure	Orson Goodman	7/23/2015 9
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth	Low Battery	Orlando Smith	7/24/2015 1
2428	04/18/2015	Critical	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	Insp-Fire		
2429	04/18/2015	Medium	SC	12641	Canton Board Of Education	7 West Main Street	Lansing	Insp-Int	Mack Miller	11/2/2015 1
2430	04/18/2015	Medium	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	Insp-Int		
2322	07/01/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Insp-Int	Marshall Watson	4/15/2015
2346	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Insp-Int	Marlin Larson	4/15/2015 9
2347	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Insp-Int	Mark Taylor	4/17/2015 9
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth	Camera		
2073	06/03/2012	Medium	DP	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	Insp-Sprinkler		
2134	06/19/2012	Medium	SC	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	Insp-Fire	Marlin Larson	4/13/2015 1

Ticket #2229

Customer: 102 ABC Blinds
 Site: ABC Blinds, 4572 Walker Road, Plymouth MI 48170
 Created: 2/7/2013 3:43 PM
 Created By: Administrator
 Status: Scheduled

Site and System Detail
 System Account: 32112
 System Type: Fire
 Panel Type: *VISTA 128FBP
 Location: [Blank]
 Next Inspection: 2/1/2013 12:00:00 AM
 Site Phone: [Blank]
 Map Code: [Blank] Timezone: [Blank]
 Cross Street: [Blank]
 Warranty: Full Warranty

Ticket Detail
 Problem: Insp-Int
 Secondary Problem: [Blank]
 Route Code: [Blank]
 Expertise: 5
 Priority: Low
 Estimated length: 60
 Estimated Group length: 120
 Comments: [Blank]
 Service Code: [Blank]

Notes

A large, empty rectangular box with a thin black border, intended for taking notes. It occupies most of the page's vertical space below the header and above the footer.

Ticket Status

Each Ticket is automatically assigned a Status depending on what actions have been performed on the Ticket. Below is a list of the system defined status. The Ticket Status is displayed in the header area of a Ticket and is one of the available columns within the Ticket Queue.

OP – Open: Ticket created but no appointment created.

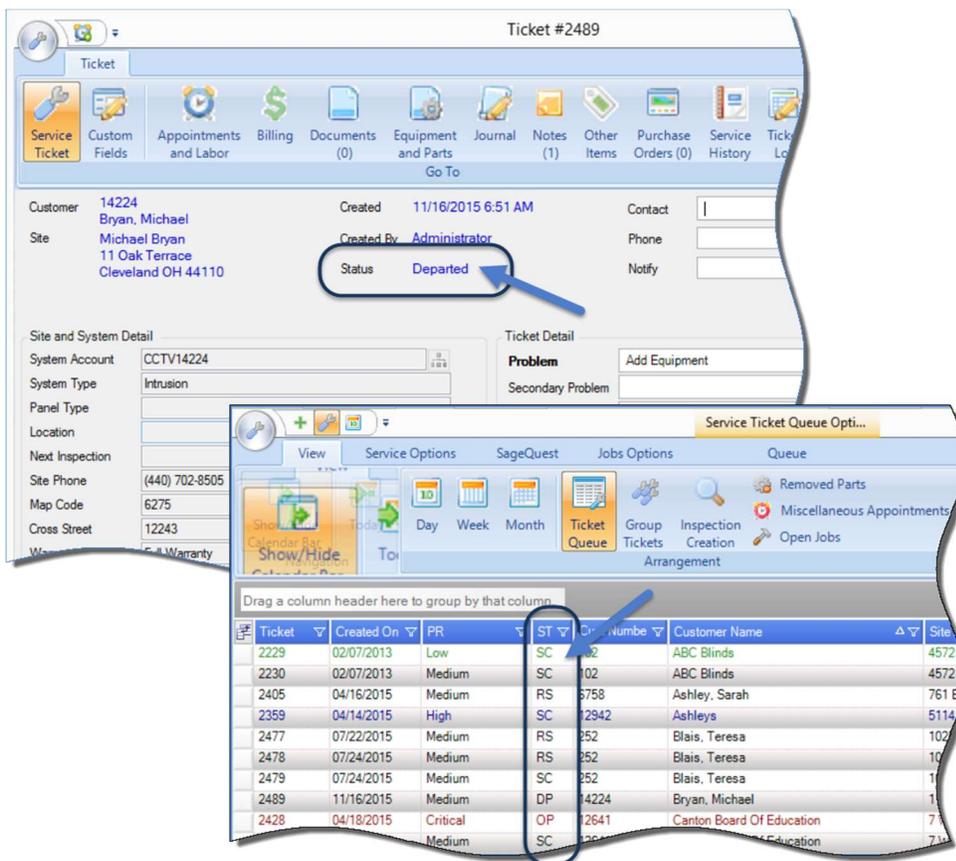
SC – Scheduled: At least one Technician Appointment has been scheduled.

IP – In Process: Technician Appointment has been marked as “Dispatched” or “Arrived”.

DP – Departed: Technician Appointment has been marked as “Departed” and no Resolution Code was selected.

RS – Resolved: A Resolution Code has been selected for the Ticket.

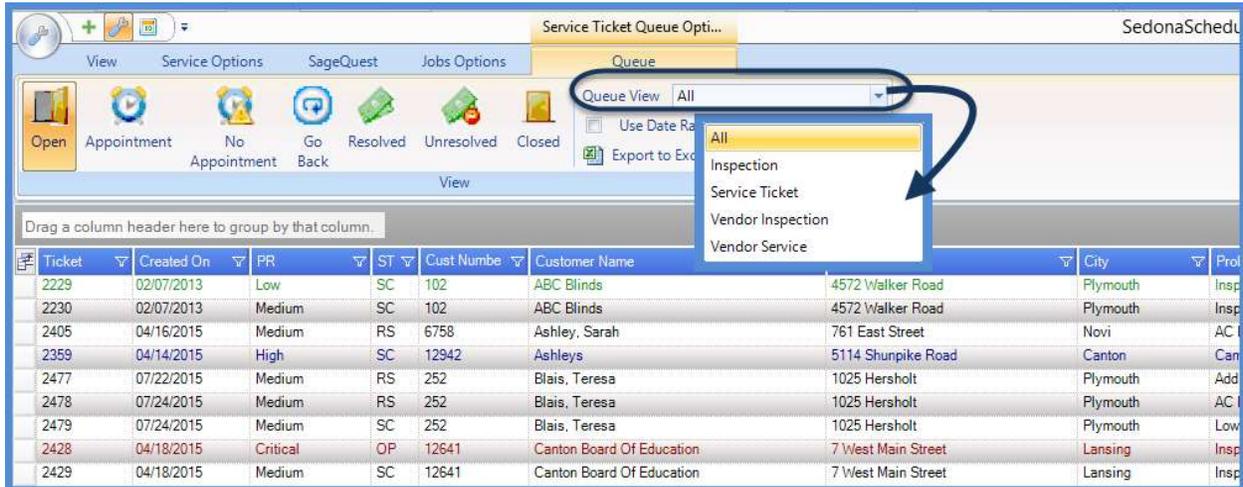
GB – Go Back: The Go-Back option was selected when completing a Technician Appointment Dispatch.



Ticket Queue Ribbon

Ticket Type Selector

When accessing the Ticket Queue you may view a list of each Ticket Type or All Ticket Types.



Notes

Pre-Defined Ticket List Views

The Ticket Queue has been designed with pre-defined views to assist Users in performing daily job functions. These pre-defined views are:

- Open Tickets
- Tickets with an Appointment scheduled
- Tickets that have not been scheduled
- Tickets marked as Go-Backs
- Resolved Tickets
- Unresolved Tickets
- Closed Tickets



Notes

Notes