

Ticket Queue Settings not sticking

04/29/2024 9:57 am EDT

When a user changes the fields on their ticket queue view (the fields it's displaying, order, etc), those settings will not save for the next log-in if they exit the program by closing the window or letting their session time out. They need to go to File, and then Exit the program for the changes to be written to the registry.

Service Ticket Queue Opt...

View Service Options VerizonConnect Jobs Options Queue

Show/Hide Calendar Bar Today Day Week Month Ticket Queue Group Tickets Inspection Creation Arrangement

Removed Parts Misc Appointments Open Jobs

Calendar

September 2023 October 2023

S M T W T F S S M T W T F S

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Site

System

Contact

Problem

Technician

Scheduled

Dispatched

Arrived

Departed

Save Edit

Field Chooser

- ☒ Account
- ☒ Branch
- ☒ Check Box 2
- ☒ Check Box 3
- ☒ Check Box 4
- ☒ Check Box 5
- ☒ City
- ☒ Closed On
- ☒ Contract Number
- ☒ Created By
- ☒ Created On
- ☒ Cust Branch
- ☐ Cust Comments

Drag a column header here to group by that column

Ticket	Created On	Created By
9916	10/20/2023	asim
9865	08/14/2023	ReneeS
9896	10/02/2023	Administrat
9831	07/14/2023	ReneeS
9894	09/25/2023	asim
9316	05/31/2022	ashlee.sim
9892	09/21/2023	Administrat
9893	09/21/2023	Administrat
9891	09/21/2023	Administrat
9890	09/20/2023	Administrat
9888	09/15/2023	Administrat
9868	08/14/2023	Administrat
9886	09/07/2023	asim
9851	05/16/2023	Administrat
9881	08/30/2023	Administrat
9882	08/30/2023	Administrat
9880	08/30/2023	Administrat
9879	08/29/2023	asim
9870	08/14/2023	asim
9877	08/22/2023	asim
9872	08/16/2023	JesslynnL
9867	08/14/2023	Administrat
9866	08/14/2023	Administrat
9862	08/07/2023	Administrat
9861	08/07/2023	Administrat



