

Viewing All Service Tickets

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Issue:

We have a user in SedonaOffice who is not able to view all tickets. We know that the Service Tickets are there and others can see them but this specific user cannot.

Items checked:

Permissions

Filtering options

Resolution:

In the Service Module:

Go to View tab

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Select Ticket Queue

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Select Queue tab

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In the Queue tab, click on the Queue View dropdown menu and select All to view all service tickets

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Once the option for All is selected, the user will be able to view all Service Tickets in the View option of their choice.

If they chose Open then they'll be viewing all service tickets that are Open and likewise for any other tickets from the View.

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Note: When a new user is created in SedonaOffice and they access the Service Module they may need to update their view for this since it will commonly default to a queue view that does not display all tickets.
