

Can a Technician Bypass the Resolution?

09/16/2024 6:04 pm EDT

When there are multiple technicians on a service ticket, they will occasionally both try to resolve the ticket. When the first technician leaves, if they are not marking the ticket resolved, they need to select one of the non-Resolve Ticket options.

Payment

Current Payment:
None

Select Payment

Appointment Resolution

Action

☒ Resolve Ticket

☐ Go Back to Queue

☐ Other

Resolution

Resolution Note

Billable