

How To Close a Service Ticket Without an Appointment

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How do you close a service ticket that was not dispatch to a technician so there are no appointments on the ticket.

Resolution:

To close the ticket without an appointment, go to the Service Ticket tab on the ticket.

In the Ticket Detail area, go to Resolution field and add a resolution to the ticket.

The screenshot shows the 'Ticket Detail' form. The 'Resolution' dropdown is open, displaying a list of options. The option '7 Cust Cancel' is highlighted. Below the dropdown is a table with columns 'Resolution', 'Description', and 'Billable'.

Resolution	Description	Billable
3 Repair	Repair Equipment	Y
4 Replace	Replace Equipment	Y
5 Code Changes-B	Code Changes Completed-Billable	Y
6 Code Changes-NC	Code Changes-No Charge	N
7 Cust Cancel	Customer Cancelled prior to Appt Date	N
8 Insp Comp.	Inspection Completed	Y
9 Go Back	Go Back Required	N
AS billable	AS billable	Y

Save the Change.

Once saved, the Close Ticket button will appear next to the Save button.

The screenshot shows the 'Use Payment Information On File' section. It contains three radio buttons: 'None' (selected), 'Bank (4)', and 'Credit Card (4)'. Below these buttons, the 'Close Ticket' button is highlighted with a red box, and the 'Save' button is visible next to it.

If everything is done on the ticket, it can be closed.