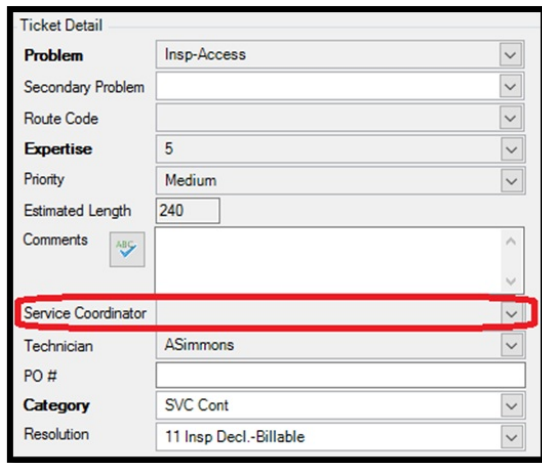


How To Edit The Service Coordinator Field in Service Tickets When Ticket is Resolved

09/23/2024 5:58 pm EDT

Use this process when you need to update the Service Coordinator field in Service Tickets but it is grayed out and cannot be edited.

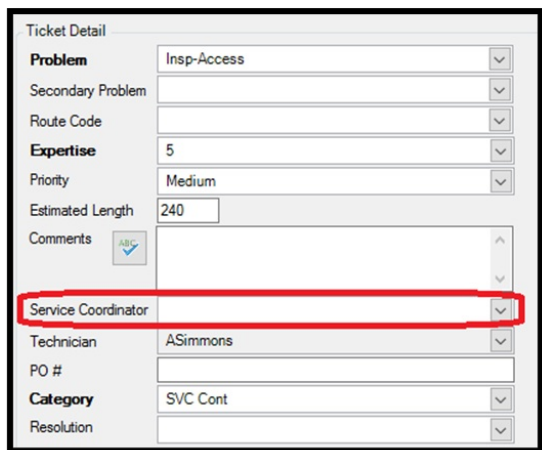


The screenshot shows a 'Ticket Detail' form with various fields. The 'Service Coordinator' field is highlighted with a red rectangular box. The form includes fields for Problem, Secondary Problem, Route Code, Expertise, Priority, Estimated Length, Comments, Technician, PO #, Category, and Resolution. The 'Service Coordinator' field is currently set to 'ASimmons'.

Resolution:

This issue is due to the ticket being in the status of Resolved. In order to make the Service Coordinator field live again, go to the front of the ticket, and remove the resolution code from the bottom right corner and save.

The Service Coordinator field will now be live and editable.



The screenshot shows the same 'Ticket Detail' form as before, but the 'Resolution' field at the bottom right is now empty. The 'Service Coordinator' field remains highlighted with a red rectangular box. The form includes fields for Problem, Secondary Problem, Route Code, Expertise, Priority, Estimated Length, Comments, Technician, PO #, Category, and Resolution. The 'Service Coordinator' field is currently set to 'ASimmons'.

Service Coordinator	Amy Bartimus	
Technician	Employee	Name
PO #	1111111	Joe Gross
Category	1234567890123456789013425	1234567890431 123456789025
Resolution	Administrator	Sedona Master
	AlphaAPICompanyUser2	AlphaAPI CompanyUser2
	Amy Bartimus	Amy Bartimus
Use Payment Information	ANewEmployee	ANew Employee
☒ None	as2	a s
☐ Bank (4)	as3	a s
☐ Credit Card (4)		

Once the Service Coordinator is selected, save the change.

You can then also reselect the resolution code and save it to re-resolve the ticket.