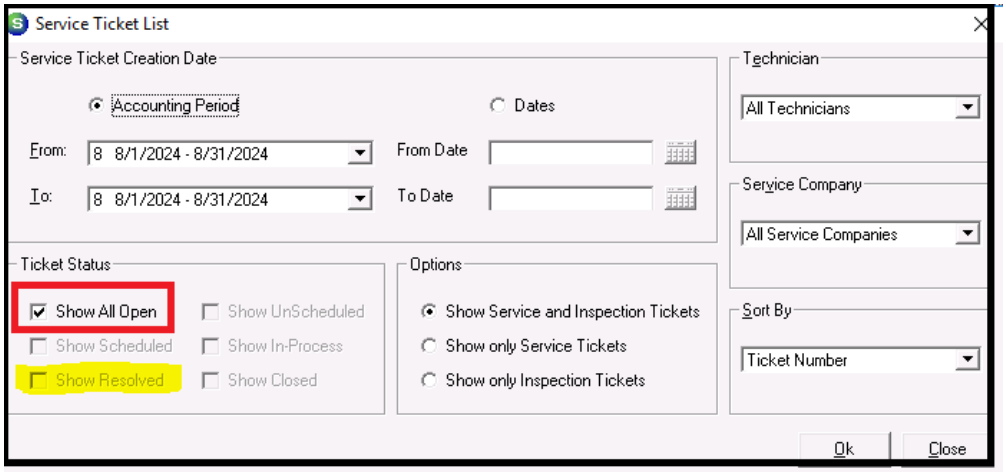
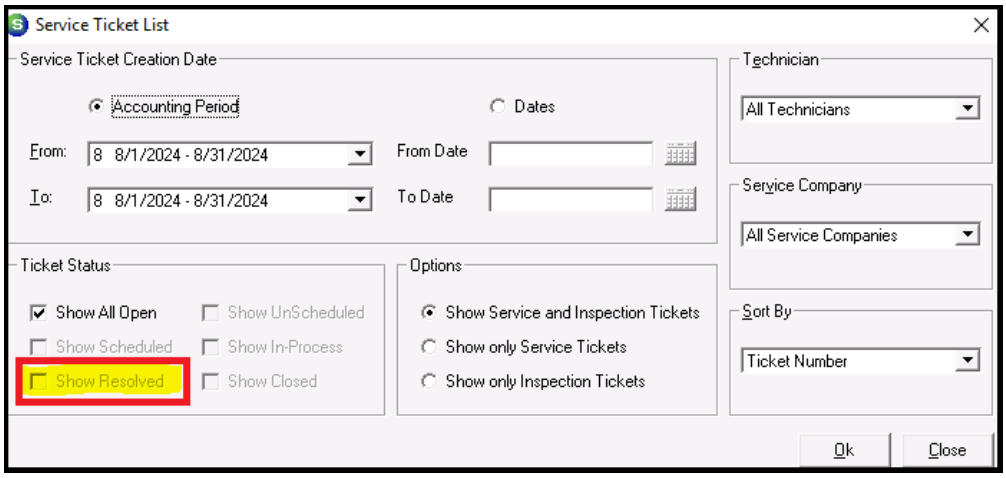
Service Ticket List Report Doesn't Show Resolved Tickets

09/30/2024 12:48 pm EDT

"We are trying to run a report showing service tickets that have been resolved, but not closed yet. Do you know why the option to "show resolved" is grayed out on the service ticket list report? "



The above is how the user presented the issue. However, Show All Open is not going to show only the Resolved tickets, its going to show all open tickets. These options are mutually exclusive. To have only the Resolved tickets show, you need to select the option of Show Resolved after unchecking Show All Open.