

Resolving a Service Ticket

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Many users resolve their tickets through the individual appointment window, but you can also use the Resolution field on the front of the ticket to do the same thing. Some users do not know this, so when the accounting period for the appointments has passed they can no longer edit the appointment, and they think there is therefore no way to resolve the ticket. The steps for both methods are below.

Resolving a ticket through the appointment

1. Enter the departure time for the appointment.
2. Select the option "Resolves Ticket".
3. Enter a resolution code.
4. Enter a resolution note.
5. Save.

Resolving a ticket through the face of the ticket

1. Navigate to the first tab on the ticket, the 'Service Ticket' tab.
 2. In the bottom right corner, select a resolution code.
 3. Save.
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