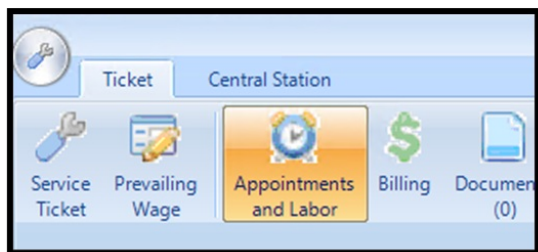


How To Restore the Dispatch Tab in Service Tickets

11/22/2024 10:33 am EST

Question:

Customer is missing the Dispatch tab in a Service Ticket and needs it. When going into Appointments and Labor, there should be a Dispatch tab available.



Resolution:

This is due to the ticket status being Resolved. It has either been resolved in the Ticket Detail section of the Service Ticket or an appointment has resolved it. Remove the Resolution from the Service Ticket's appointment by clearing the Resolution from the Ticket Detail or unmarking the Resolves Ticket box from the appointment and clearing the Departed time and date to save that change. The Dispatch tab will come back when the ticket's Resolution status has been changed.

