

Deleting Notes in Service Tickets

01/17/2025 12:53 pm EST

Service ticket notes can be deleted. A user must have permission to delete service ticket notes. The service ticket example below shows the notes tab with no delete button to delete service tickets notes. There are two steps to deleting a note in this tab.

- Highlight the note to be deleted
- Press delete button on the keyboard
- Click on Yes – the note will be deleted.

Service Ticket

Prevailing Wage

Appointments and Labor

Billing

Documents (0)

Equipment and Parts

Journal

Notes (6)

Other Items

Purchase Orders (0)

Service History

Ticket Log

Ticket Group

Legal

Notifications

Go To

Customer

2123
Radio Shack

Site

Radio Shack
1154 E 9Th St
Cleveland, OH 44110
Eastern Time

Created

6/24/2024 10:44 PM

Created By

Administrator

Status

In Progress

Contact

Phone

Ext

Notify

Notes	Level	Resolution	Entered	By	Edited	Edited By
Marked GB per JW\Will sit and see if issue persist	2 - Customer Restricted	☐	6/26/2024 8:36 AM	Administrator	6/26/2024 8:36 AM	Administrator
Marked GB per JW\Will sit and see if issue persist	2 - Customer Restricted	☐	6/26/2024 9:33 AM	TomU	6/26/2024 9:33 AM	TomU
Marked GB per JW\Will sit and see if issue persist	1 - No Restriction	☐	6/26/2024 9:34 AM	TomU	6/26/2024 9:34 AM	TomU
Marked GB per JW\Will sit and see if issue persist	3 - Management Only	☐	6/26/2024 9:38 AM	TomU	6/26/2024 9:38 AM	TomU
Testing	1 - No Restriction	☐	6/27/2024 10:54 AM	TomU	6/27/2024 10:54 AM	TomU
Testing	2 - Customer Restricted	☐	6/27/2024 3:35 PM	WebSvcs	6/27/2024 3:35 PM	

SedonaOffice

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Are you sure you wish to delete this note?

Yes

No

Access Level

2 - Customer Restricted

☐ Resolution Note

ABC

List

Instructions

New

Save

Notes Length

7