

# Ticket Queue Configuration

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A great feature of SedonaSchedule allows each User to organize the Ticket Queue according to their specific preference. When a User logs into the SedonaSchedule application, whatever configuration settings were selected, will be remembered the next time the User logs into the application.

## Configuration Options

- Fields to be displayed in the Ticket Queue
- Arrangement of fields in the Ticket Queue

To configure the Ticket Queue, follow the steps below.

To open the Ticket Queue, click on the Ticket Queue button located within the Arrangement ribbon group.

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The Ticket Queue will be displayed. There are several displayable columns available within the Ticket Queue; to make it easier to configure the Queue, click on the Show/Hide Calendar Bar.

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## Configuring Ticket Queue Fields

To select which Fields to display in the Queue, click on the Field Chooser button located in the upper left corner of the Ticket Queue.

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The Field Chooser list will be displayed. This is a listing of all the available fields from which the User may select. All fields are checked on by default; if certain fields are not needed for viewing while in the Queue, un-check the box to the left of the fields not to be displayed. When finished, click the "X" in the upper right corner of the Field Chooser to exit.

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## Configuring Ticket Queue Field Arrangement

Once the desired Queue Fields have been selected, you may now rearrange the fields and width of the fields to your preference.

Prior to configuring the arrangement of fields, turn the Calendar Bar back on, since this will normally be present when working within the Queue. This way you will see how the Ticket Queue will look as you make changes to the Queue Field Arrangement.

Click the Show/Hide Calendar Bar button from the Navigation ribbon group at the upper left of the SedonaSchedule application.

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## Adjusting Field Width

To make a field wider or narrower, position your mouse to the right of the field to change, hold down the left mouse button and drag the field header to the desired width.

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## Rearrange Fields

You may move fields into any preferred order. Hold down the left button of the mouse while positioned on one of the field headers, and then drag the field to the desired location. Release the mouse when you reach the preferred location.

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