

# SedonaMonitor Ribbon Group

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The **SedonaMonitor Ribbon Group** contains critical information for managing Tickets and Technicians. If your company is Live Dispatching Technicians, then this information will be very valuable.

This ribbon group is comprised of four options; Warning Count, Warning List, Tickets on Site and Ticket List. Each of these options will be described below.

- **Warning Count** – The Warning Count is for Display only; if any scheduled Appointments have not been dispatched by the current date/appointment time, those tickets will be included in the Warning Count. This applies to all types of Tickets.
- **Warning List** – If there is a number displayed to the right of the Warning Count, clicking on the Warning List will display the list of tickets where the Technician has not yet been dispatched by the date/time set for the appointment.
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- **Tickets On Site** – This option functions when working in a Ticket Queue or the Schedule Board. When working from a ticket Queue, and highlighting a particular ticket in the list, if there are any other open tickets for the same site, a count of those tickets will display to the right of the Tickets On Site option. When working from the Schedule Board, clicking an appointment within the Schedule Board will display a count of any other open tickets for the same site.
- **Ticket List** – If a count is displayed next to the Tickets On Site, clicking on this option will display a list of the other tickets where a Technician is currently on site for the same site.

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