Tools Ribbon Group

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The **Tools Ribbon Group** contains options to quickly locate a Ticket and to open a customer record when viewing a particular ticket or an appointment on the schedule board. Each option will be further explained below.

Open Customer

A Customer Explorer record may be accessed from SedonaSchedule using two methods:

- **Viewing a Ticket** - While viewing a Ticket if the User clicks the Open Customer button, the SedonaOffice main application icon will begin to blink on the taskbar of the workstation. Clicking on the blinking icon will open SedonaOffice where the Customer Explorer will be displayed for the Ticket currently being viewed.
- **Click on Appointment** - Within the Schedule Board, if the User clicks once on an Appointment then clicks the Open Customer button, the SedonaOffice main application icon will begin to blink on the taskbar of the workstation. Clicking on the blinking icon will open SedonaOffice where the Customer Explorer will be displayed for the Ticket currently being viewed.

Open Ticket

To quickly open a Ticket for viewing, typing the Ticket Number into the search field then pressing enter or clicking on the binoculars icon to the right will open the Ticket for viewing.

Refresh

Clicking on the Refresh Icon will update the Schedule Board with the most current information. If the Auto-Refresh option has been turned on (Service Options setup) the Schedule Board will automatically refresh whenever a change is made i.e. a new appointment is scheduled or changed.