

# Create a Service Ticket from the Customer Explorer

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Service Tickets may be initiated when working with a Customer Explorer record. Follow the instructions below.

With a Customer Explorer record open, expand the Customer Tree of the System for which you are creating a Ticket. Click on the tree option Service within the System tree, right-click and select the option New Service Ticket.

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The New Ticket form will be displayed. Most of the data entry is performed on the right side of this form.

There are three main areas of this form; the header area, the Site and System Detail (left side), and Ticket Detail data entry fields (right side).

For detailed descriptions of each area and each [data entry field on the New Ticket form](#), click on the link.

Fill in the fields according to your company's policy and procedures. When finished, click the Save button located at the lower right of the form.

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