Create a Service Ticket from SedonaSchedule

Service Tickets may be initiated when working in SedonaSchedule. Follow the instructions below. Above the main ribbon, click on the green ▢ plus sign.

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The Customer Search form will be displayed; locate the customer/site/system record for the new ticket using the various options on the search form. Once located, double-click on the correct row.

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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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