

Create a Service Ticket and Appointment from SedonaSchedule

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Creating a New Service Ticket and Scheduling a Technician Appointment in one process, may be initiated when working in SedonaSchedule. Follow the instructions below.

From the Calendar Options Ribbon Group click on the Wrench icon.

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From the Schedule Board click the date on the Calendar for when the Appointment will be scheduled. Determine which Technician and Time Slot will be scheduled, then double-click on that time slot.

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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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