


Create a Technician Appointment from a Ticket

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To schedule a technician appointment from a Ticket, open the Ticket for which an appointment will be created. Click on the New Appointment  icon located above the Ticket ribbon.

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The Schedule Ticket form will be displayed. The Display Group shown at the top of the form is the currently selected Display Group on the main Schedule Board. You may select a different Display Group by clicking on the drop-down arrow to the right of the Display Group field. You may also use the Zoom buttons in the upper right corner to make the form easier to view.

The Schedule Board will default to today's date. If the appointment is being scheduled for a future date, click the desired date on the Calendar.

Once you have determined which Technician and the time for the appointment, double-click on the desired time-slot in the column for the desired Technician.

A confirmation message will be displayed - make certain you have selected the correct date, time and Technician, then click the Yes button.

The new appointment will now be displayed on the main Schedule Board and will be viewable from the Ticket Appointments and Labor form.

If you need to create more than one Technician Appointment for the Ticket, follow the same process as above.

You may also use the [Appointment Copy](#) function from the Schedule Board - click the link for instructions on how to use this function.

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