

Group Tickets Overview and Topics

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This topic section is designed to describe the Group Tickets functionality contained with SedonaSchedule. This functionality is not released to the general SedonaOffice customer population and may only be activated by certain designated SedonaOffice staff members.

This document is divided into three sections:

- [Group Tickets Design](#)
- [Group Tickets Setup](#)
- [Group Tickets Functionality](#)

Group Tickets were designed primarily to be used with Inspection Tickets, however may be used with regular Service Tickets as well.

The concept for this feature is to provide the ability to group several Inspection Tickets together and be able to schedule technician appointments for the group of tickets and also be able to invoice the customer for work performed on multiple tickets within the group on a single customer invoice.

Additional functionality allows the User to link an Inspection Record to a Recurring Line. Once the Inspection ticket has been completed, this will mark the recurring line to be available for cycle invoicing. Modifications have been made to cycle invoicing to now allow users to perform cycle invoicing for recurring lines linked to inspection records separately from the non-inspection linked recurring.

The Service Level setup has been modified to indicate whether an Inspection Record must be linked to a recurring line when selecting the particular service level on the System Inspection setup form.

Click on the links below for information related to Group Tickets.

[Group Tickets Design](#)

[Group Tickets Setup](#)

[Group Tickets Functionality](#)