

# SedonaSetup - SV - Resolution Codes

Last Modified on 01/12/2023 3:38 pm EST

□

Resolution Codes are used to define how the Technician resolved the problem reported by the customer (problem code).

A resolution code is required on each ticket to be able to invoice the customer and/or close the ticket.

These codes may be setup as a billable type resolution or non-billable to the customer.

If a customer's system is covered by warranty however you want to invoice for a service call, if the user selects a resolution code that is non-billable, you will not be able to override the warranty to create an invoice. The Billable flag should be checked on any resolution that could possibly be billable. Records created that have the billable flag set to Y will be displayed with a green font color.

□