

# Sedona-X Mobile: Service Ticket Appointments, Dispatching and Resolving

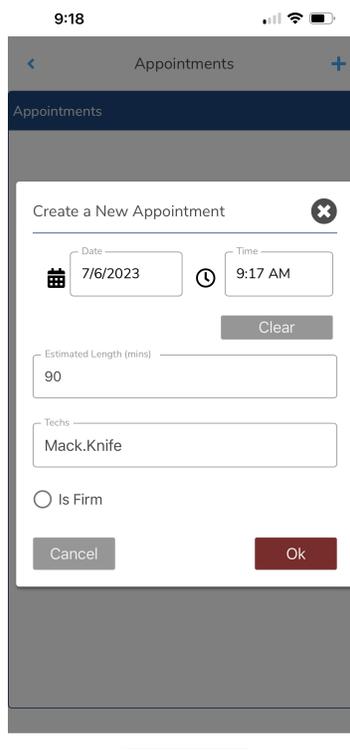
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## Appointments

On the Sedona-X main screen, click on the Service Ticket section. A list of open Service Tickets will appear. Scroll or search for the ticket.

At the bottom of the screen is an icon for appointments. This section will show all appointments. When looking for a specific appointment choose the ticket associated with that appointment, then choose the appointment section inside the ticket.

A new appointment can be made from this section by clicking on the blue plus symbol.



The screenshot shows a mobile application interface for creating a new appointment. At the top, the status bar displays the time 9:18, signal strength, Wi-Fi, and battery icons. The app header is titled 'Appointments' with a back arrow on the left and a blue plus icon on the right. Below the header is a dark blue bar with the text 'Appointments'. The main content area is a white form titled 'Create a New Appointment' with a close icon in the top right corner. The form contains the following fields and controls:

- Date:** A date picker showing '7/6/2023'.
- Time:** A time picker showing '9:17 AM'.
- Clear:** A grey button to clear the date and time fields.
- Estimated Length (mins):** A text input field containing '90'.
- Techs:** A text input field containing 'Mack.Knife'.
- Is Firm:** A radio button option.
- Cancel:** A grey button at the bottom left.
- Ok:** A red button at the bottom right.

## Dispatching the Ticket

Selecting the appointment from the appointment section allows the dispatch and arrival times of the appointment to be input into the ticket. The Technician would choose the following drop-down menus in line with the dispatch, arrival, and departure times.

9:21

Dispatch #3828

### Appointment Times

Schedule Time  
07/06/2023 09:17 AM

Dispatch Time  
07/06/2023 09:21 AM Clear

Arrival Time  
07/06/2023 10:21 AM Clear

Departure Time  
07/06/2023 11:21 AM Clear

### Billing Summary

Labor	\$0.00
Parts	\$0.00
Est. Tax	\$0.00
Additional Charges	

Scrolling down on this screen gives the option to resolve the ticket as well.

## Resolving the Ticket

The appointment resolution section is found at the bottom of the dispatch screen.

To resolve a ticket:

1. Select Resolve Ticket
2. Add Resolution
3. Add Resolution Note for internal staff or customers

9:22 📶 🔋

✕ Dispatch #3828 🗒

**Payment**

Current Payment:

**None**

Select Payment

**Appointment Resolution**

**Action**

Resolve Ticket

Go Back to Queue

Other

**Resolution**

**Resolution Note**

**Billable**

**TIP:** A Resolve Ticket button can be found on the main ticket screen under Service Ticket Status.

Looking for more information about Service Tickets in the Sedona-X mobile app?

<https://youtu.be/5jymYu71XyM>