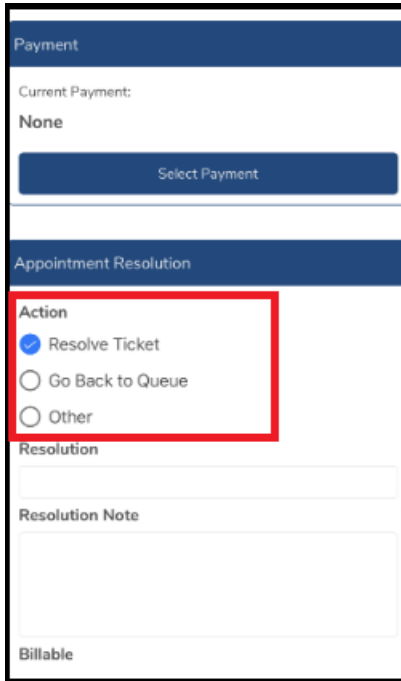


Can a Technician Bypass the Resolution?

Last Modified on 09/16/2024 6:04 pm EDT

When there are multiple technicians on a service ticket, they will occasionally both try to resolve the ticket. When the first technician leaves, if they are not marking the ticket resolved, they need to select one of the non-Resolve Ticket options.



The image shows a screenshot of a service ticket resolution form. The form is divided into several sections: 'Payment', 'Appointment Resolution', 'Resolution', 'Resolution Note', and 'Billable'. The 'Appointment Resolution' section contains an 'Action' field with three radio button options: 'Resolve Ticket', 'Go Back to Queue', and 'Other'. The 'Resolve Ticket' option is selected, and this entire section is highlighted with a red rectangular box. Below the 'Action' field are text input fields for 'Resolution' and 'Resolution Note'. A 'Select Payment' button is visible in the 'Payment' section above. The 'Billable' section is at the bottom of the form.