Can a Technician Bypass the Resolution?

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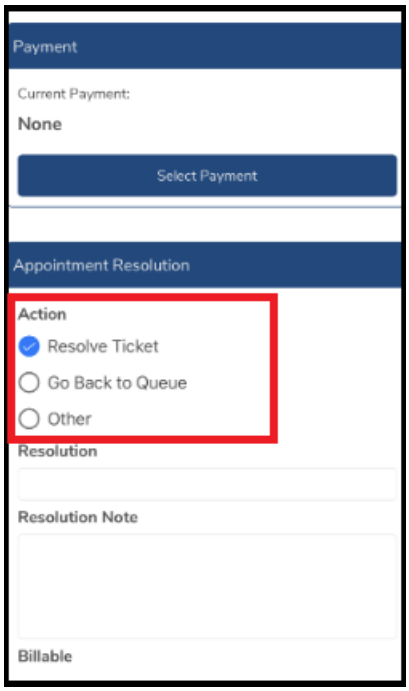
When there are multiple technicians on a service ticket, they will occasionally both try to resolve the ticket. When the first technician leaves, if they are not marking the ticket resolved, they need to select one of the non-Resolve Ticket options.