

Creating a Service Ticket in SedonaOffice

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Four Ways to Create a New Service Ticket in Sedona Office

Customer Account

1. From the Customer Account, click on the correct Site and click on the “+” next to Systems.
 - Right-click on “Service” under the correct System and select “New Service Ticket.”

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Service Module

2. From the Service Module, in the upper left-hand corner click on the “+” sign.

When the Customer Search screen opens, enter the customer number or name.

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3. From the Service Module, click on the Wrench in the upper right on the Ribbon.

Double-click on a day, time, and technician.

When the Customer Search screen opens, enter the customer number or name.

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4. From the Service Module, Find the Technician that will be assigned to the Service Ticket and Double-click on the Date/Time under that Technician.

When the Customer Search screen opens, enter the customer number or name.

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