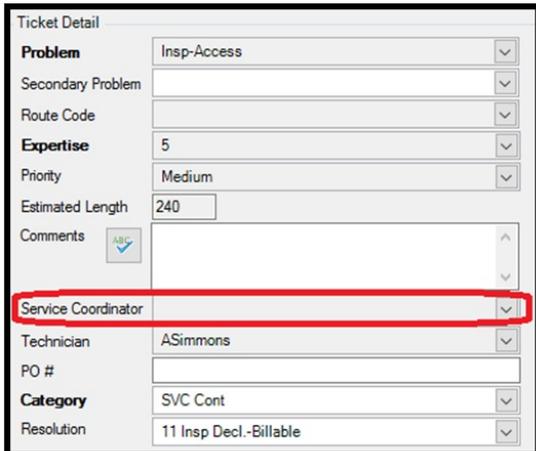


How to Edit the Service Coordinator Field in Service Tickets When Ticket is Resolved

Last Modified on 09/23/2024 5:58 pm EDT

Use this process when you need to update the Service Coordinator field in Service Tickets but it is grayed out and cannot be edited.



The screenshot shows a 'Ticket Detail' form with the following fields and values:

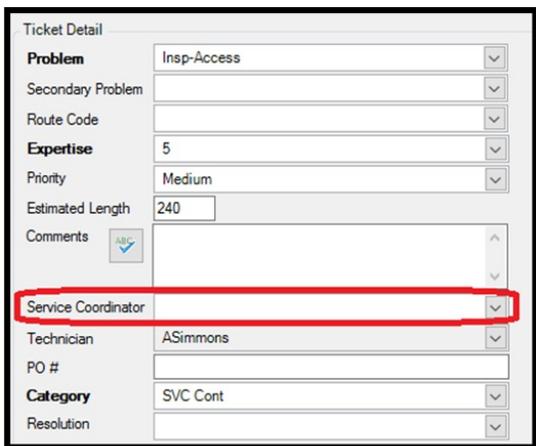
Problem	Insp-Access
Secondary Problem	
Route Code	
Expertise	5
Priority	Medium
Estimated Length	240
Comments	
Service Coordinator	
Technician	ASimmons
PO #	
Category	SVC Cont
Resolution	11 Insp Decl.-Billable

The 'Service Coordinator' field is highlighted with a red rectangle.

Resolution:

This issue is due to the ticket being in the status of Resolved. In order to make the Service Coordinator field live again, go to the front of the ticket, and remove the resolution code from the bottom right corner and save.

The Service Coordinator field will now be live and editable.



The screenshot shows the same 'Ticket Detail' form as above, but with the 'Resolution' field empty. The 'Service Coordinator' field remains highlighted with a red rectangle.

Problem	Insp-Access
Secondary Problem	
Route Code	
Expertise	5
Priority	Medium
Estimated Length	240
Comments	
Service Coordinator	
Technician	ASimmons
PO #	
Category	SVC Cont
Resolution	

Service Coordinator	Amy Bartimus	
Technician	Employee	Name
PO #	1111111	Joe Gross
Category	1234567890123456789013425	1234567890431 123456789025
Resolution	Administrator	Sedona Master
Use Payment Information	AlphaAPICompanyUser2	AlphaAPI CompanyUser2
<input checked="" type="radio"/> None	Amy Bartimus	Amy Bartimus
<input type="radio"/> Bank (4)	ANewEmployee	ANew Employee
<input type="radio"/> Credit Card (4)	as2	a s
	as3	a s

Once the Service Coordinator is selected, save the change.

You can then also reselect the resolution code and save it to re-resolve the ticket.