

How to Close a Service Ticket Without an Appointment

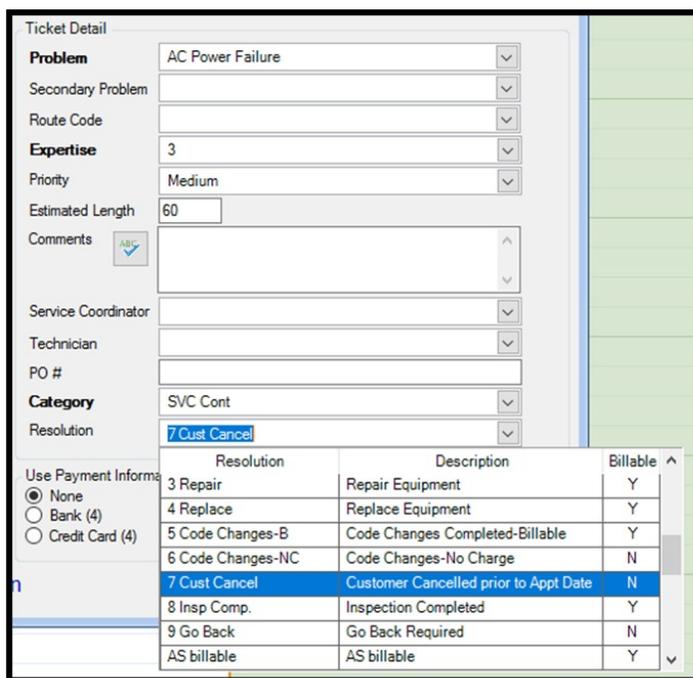
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How do you close a service ticket that was not dispatch to a technician so there are no appointments on the ticket.

Resolution:

To close the ticket without an appointment, go to the Service Ticket tab on the ticket.

In the Ticket Detail area, go to Resolution field and add a resolution to the ticket.



Ticket Detail

Problem AC Power Failure

Secondary Problem

Route Code

Expertise 3

Priority Medium

Estimated Length 60

Comments

Service Coordinator

Technician

PO #

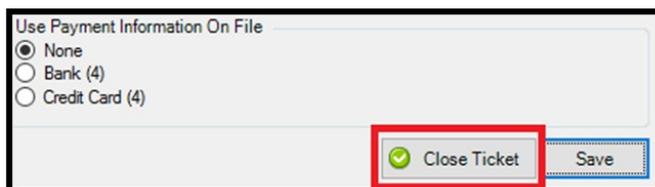
Category SVC Cont

Resolution 7 Cust Cancel

Resolution	Description	Billable
3 Repair	Repair Equipment	Y
4 Replace	Replace Equipment	Y
5 Code Changes-B	Code Changes Completed-Billable	Y
6 Code Changes-NC	Code Changes-No Charge	N
7 Cust Cancel	Customer Cancelled prior to Appt Date	N
8 Insp Comp.	Inspection Completed	Y
9 Go Back	Go Back Required	N
AS billable	AS billable	Y

Save the Change.

Once saved, the Close Ticket button will appear next to the Save button.



Use Payment Information On File

None

Bank (4)

Credit Card (4)

If everything is done on the ticket, it can be closed.