How to Close a Service Ticket Without an Appointment

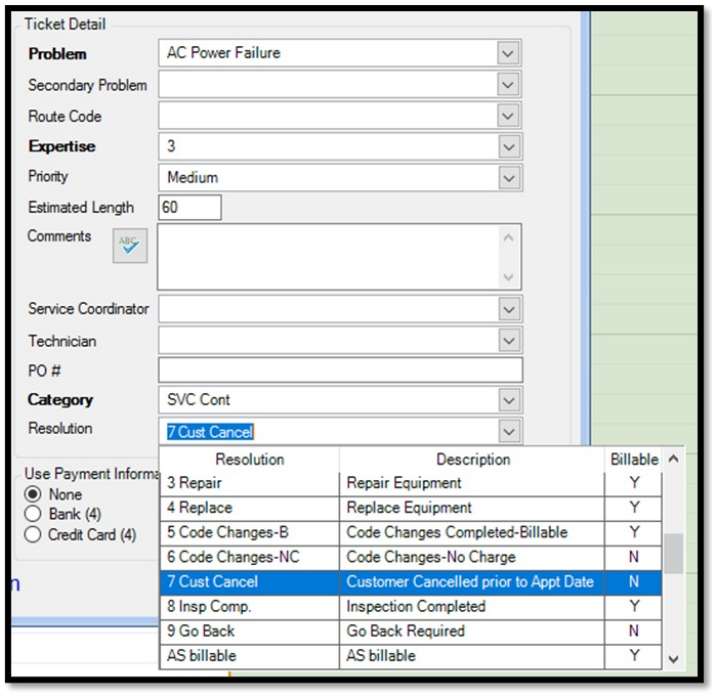
Last Modified on 09/23/2024 5:59 pm EDT

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

Resolution:

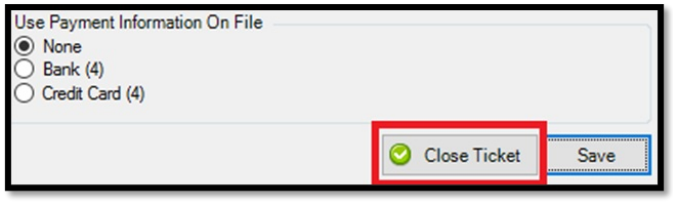
To close the ticket without an appointment, go to the Service Ticket tab on the ticket.

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



Save the Change.

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



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