

# Accessing an Inspection Record when Viewing an Open Inspection Ticket

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When an Inspection Ticket has already been created and that Ticket is open in the Service Module, you can select “Open Customer” which will take you directly to the Customer Account. Then you can select the appropriate Site/System to access the Inspection Record.

The screenshot shows a software interface for viewing an inspection ticket. The top navigation bar includes buttons for 'Removed Parts', 'Batch Billing', 'Warning Count = 2', 'Tickets On Site', 'Open Customer' (highlighted with a red box and a red arrow), and 'Refresh Schedule'. Below this, the ticket details for 'Ticket #16041' are displayed, including 'Central Station' and various service options like 'Prevailing Wage', 'Documents (0)', 'Notes (0)', 'Service History', 'Appointments and Labor', 'Equipment and Parts', 'Other Items', 'Ticket Log', 'Billing', 'Journal', 'Purchase Orders (0)', and 'Ticket Group'. The main content area is divided into two sections: 'Site and System Detail' and 'Ticket Detail'. The 'Site and System Detail' section includes fields for System Account (50832-7), System Type (Fire), Location, Next Inspection (7/1/2026 (Annual)), Site Phone, Map Code, Cross Street, Warranty (90-P 30-L), Warranty End (Expired), Memo, Comments, and Notes (These are System Notes). The 'Ticket Detail' section includes fields for Problem (Insp-Fire-AN), Secondary Problem, Route Code, Expertise (5), Priority (Critical), Estimated Length (120), Estimated Group Length (360), Comments, Service Coordinator, Technician, PO #, Category (SVC Cont), and Resolution. At the bottom, there are radio buttons for 'Use Payment Information On File' with options: None (selected), Bank (1), and Credit Card (1). A 'Save' button is located at the bottom right of the form.