

Service – Part 2





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SedonaSchedule – Ticket Queue

The Ticket Queue is designed to be a central location for viewing and working with Tickets. Each User is able to configure the view of the Ticket Queue to their personal preference for ease in finding the information needed to perform their job.

In SedonaOffice, there are four types of Tickets:

- **Service Tickets** These are Tickets where your company is responsible for performing the work.
- Inspection Tickets These types of Tickets are generated in bulk on a periodic basis; usually once a month. The need to generate Inspection Tickets is based upon an Inspection Record that is setup on a customer's System record. On the Inspection setup, a default Service Company is assigned to the Inspection record; this identifies whether your company will be performing the Inspection.
- Vendor Tickets These are Tickets where a Service Provider (subcontractor) is performing the work on the Ticket. If a Service Provider is the typical servicer of the System, you may set the default Service Company on the System record to a Service Provider. When a new Ticket is created, the default Service Company on the System record is used; if that is set to a Service Provider type Service Company, the Ticket will automatically be coded as a Vendor Ticket.

Regular Service Tickets may be turned into Vendor Tickets by changing the Service Company to a Service Provider type [service Company] on the Service Ticket data entry form.

 Vendor Inspection Tickets - Similar to regular Inspection Tickets; on the Inspection setup, if a Service Provider type of Service Company is selected, when the Inspection Ticket generation process occurs, Inspection Tickets will be coded as Vendor Inspection type tickets.



Configuring the Ticket Queue

When first accessing the Ticket Queue, all available columns of data are displayed. Each User may pick and choose which columns they desire to be displayed each time the Ticket Queue is accessed. Once the columns have been selected, the software will remember these settings every time the User logs into SedonaSchedule.

+	/ 🖃) =			Service Ticket	Queue Opti		SedonaSchedule 5	.7.0.23 - Sedona Se	ecurity			- 0 💌
View	v Service Options	SageQuest	Jobs Options	Que	sue .							
Open App	Dointment No Appointment	Go Back	i Unresolved View	Closed Queue V	liew All							
Drag a colum	nn header here to group b	y that column.										
译 Ticket	⊽ Created On	VV PR	⊽ ST	V Cust Number	♥ Customer Name ♥	Site Address	√ City	Problem 7	Technician V	Scheduled On		▼ Resolved On ⊽
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth	Camera			N/A	
2487	11/12/2015	Medium	OP	13524	Johnson, Gino	2252 Langley Lane	Novi	Add Equipment			N/A	
2486	10/27/2015	Medium	SC	255	Johnson, Alexis	10225 Erick Pass	Plymouth	Add Equipment	Larry Jackson	11/12/2015 8:00 AM	N/A	
2484	09/29/2015	Medium	SC	135	Jones Flower Mart	333 Main	Plymouth	Insp-Other	Mike McKenzie	11/12/2015 8:00 AM	N/A	
2483	09/18/2015	Medium	GB	11170	Wagner, Marissa	174 Clovercrest	Novi	Can't Set B/A	Marlin Larson	9/18/2015 11:00 AM	N/A	
2481	08/12/2015	Medium	SC	11978-240	Steve Miller	39 Sarah Drive	Plymouth	Can't Set B/A		8/13/2015 11:00 AM	N/A	
2480	08/12/2015	Medium	SC	13524	Johnson, Gino	16 Johns Path	Novi	Low Battery	Marshall Watson	8/14/2015 10:00 AM	N/A	
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth	Low Battery	Orlando Smith	7/24/2015 10:00 AM	N/A	
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	AC Power Failure	Orson Goodman	7/23/2015 9:00 AM	3 Repair	7/24/2015 3:56 A
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	Add Equipment	Jimmy John	7/22/2015 10:00 AM	1 Add	7/24/2015 3:55 A
2475	07/13/2015	Medium	RS	248	Lynn Jones	1245 Button	Farmington	Can't Set B/A		7/13/2015 9:00 AM	4 Replace	7/13/2015 8:10 A
2473	07/07/2015	Medium	RS	10024-6	Hoffman Auto Group	750 Connecticut Blvd	Canton	Prog Fee			N/A	
2472	07/07/2015	Medium	RS	10024-5	Hoffman Auto Group	600 Connecticut Blvd	Canton	Prog Fee			N/A	
2470	07/07/2015	Medium	RS	15405	Hoffman Auto Group	36 Albany Turnpike	Plymouth	Prog Fee			N/A	
2469	07/07/2015	Low	RS	15405	Hoffman Auto Group	36 Albany Turnpike	Plymouth	Code Changes			N/A	
2468	07/07/2015	Medium	RS	195	Whittier Auto Group	8 Main Street	Plymouth	Arming			N/A	
2466	05/27/2015	Medium	SC	46501	Smith, Henry	625 N Main	Canton	Insp-CCTV	Marshall Watson	6/23/2015 3:00 PM	N/A	
2465	05/27/2015	High	SC	31705-4	Plymouth Plantation-Carriage (Fire & Bur.	137 Warren Avenue	Plymouth	Insp-Sprinkler	Mack Miller	11/2/2015 2:00 AM	N/A	
2464	05/27/2015	Critical	SC	31705-24	Plymouth Plantation-Galleria	137 Warren Avenue	Plymouth	Insp-Fire	Mack Miller	11/2/2015 2:00 AM	N/A	
2463	05/27/2015	Medium	DC	21705.1	Plumouth Plantation-Carriage (Fire & Bur	127 Marron Augous	Phymouth	Inco.)s/storflow			4 Realace	8/12/2015 11:50

Clicking on the Field Chooser at the upper left of the Ticket Queue will display a list of all the available columns from which to select.

				Service Ticket Que	ue Opti	
View	Service Options	SageQuest	Jobs Options	Queue		
Open Appoin	itment No Appointment	Go Back	Unresolved View	Closed Queue View Closed Disc Date Closed Closed	All ▼ te Range o Excel	
Drag a column h	neader here to gra	Field Chooser	r 💌			
[≇] icket	√ Created 0	Account	^	7 Cust Number 🛛 🖓	Customer Name	✓ Site Address
2488	11/12/2015	Cause		10004	Christensen, Anabel	41 Deepfield Re
2487	11/12 5	Check Box 5		13524	Johnson, Gino	2252 Langley L
2486	10/27/2015	✓ City		255	Johnson, Alexis	10225 Erick Pa
2484	09/29/2015	Closed On		135	Jones Flower Mart	333 Main
2483	09/18/2015	Created On		11170	Wagner, Marissa	174 Clovercres
2481	08/12/2015	Cust Branch		11978-240	Steve Miller	39 Sarah Drive
2480	08/12/2015	Cust Comments		13524	Johnson, Gino	16 Johns Path
2479	07/24/2015	Cust Number		252	Blais, Teresa	1025 Hersholt
2478	07/24/2015	Customer Name		252	Blais, Teresa	1025 Hersholt
		Customer Referra	al			
		Date 1				
		Date 2				
		Decals Verified				
		Map Code				
		Money Label 2				
		Name				
		Panel				
		✓ PR				
		Problem				
		Prospect Created	1			
		Quoted Charges				
		Referral Name				
		Resolution Code				
		Resolved On				
		Route Code				
		Scheduled On				
		Socioo Coordin-	×			



Once the desired fields have been selected, you may re-arrange the order of the columns by dragging to the desired location.

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	View Se	vice Options	Sag	jeQuest	Jobs Options		Queue									
Open	Q Appointment	No Appointment	Go Back	Resolved	Unresolved View	Closed	Queue View	r All ate Range to Excel	*							
Drag a	column header	here to group b	y that c	olumn.												
译 Ticke	t 🗸	Created On	77	PR	∀ ST		Number 🕤	7 Customer Name	√ Site Address	7	Problem 5	7 Technician V	Scheduled On	7 City	Resolution	V Resolved
2488		11/12/2015		Medium	OP	10004	8	Christensen, Anabel	41 Deepfield Rd	-	Camera			Riymouth	N/A	
2487		11/12/2015		Medium	OP	13524		Johnson, Gino	2252 Langley Lane	City	Add Sewoment			Novi	N/A	
2486		10/27/2015	:	Medium	SC	255		Johnson, Alexis	10225 Erick Pass		Add Equipment	Larry Jackson	11/12/2015 8:00 AM	Plymouth	N/A	
2484		09/29/2015		Medium	SC	135		Jones Flower Mart	333 Main		Insp-Other	Mike McKenzie	11/12/2015 8:00 AM	Plymouth	N/A	
2483		09/18/2015		Medium	GB	11170		Wagner, Marissa	174 Clovercrest		Can't Set B/A	Marlin Larson	9/18/2015 11:01 AM	Novi	N/A	
2481		08/12/2015		Medium	SC	11978	-240	Steve Miller	39 Sarah Drive		Can't Set B/A		8/13/2010 11:00 AM	Plymouth	N/A	
2480		08/12/2015		Medium	SC	13524		Johnson, Gino	16 Johns Path		Low Battery	Marshall Watson	8/14/2015 10:00 AM	Novi	N/A	
2479		07/24/2015		Medium	SC	252		Blais, Teresa	1025 Hersholt		Low Battery	Orlando Smith	7/24/2015 10:00 AM	Plymouth	N/A	
2478		07/24/2015		Medium	RS	252		Blais, Teresa	1025 Hersholt		AC Power Failure	Orson Goodman	7/23/2015 9:00 AM	Plymouth	3 Repair	7/24/2015
2477		07/22/2015		Medium	RS	252		Blais, Teresa	1025 Hersholt		Add Equipment	Jimmy John	7/22/2015 10:00 AM	Plymouth	1 Add	7/24/2015
2475		07/13/2015		Medium	RS	248		Lynn Jones	1245 Button		Can't Set B/A		7/13/2015 9:00 AM	Farmington	4 Replace	7/13/2015
2473		07/07/2015		Medium	RS	10024	-6	Hoffman Auto Group	750 Connecticut Blvd		Prog Fee			Canton	N/A	
2472		07/07/2015		Medium	RS	10024	-5	Hoffman Auto Group	600 Connecticut Blvd		Prog Fee			Canton	N/A	
2470		07/07/2015		Medium	RS	15405		Hoffman Auto Group	36 Albany Turnpike		Prog Fee			Plymouth	N/A	
2469		07/07/2015		Low	RS	15405		Hoffman Auto Group	36 Albany Turnpike		Code Changes			Plymouth	N/A	

Column widths may also be adjusted to the User's preference.

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U.	View Service	e Options	SageQuest	Jobs Options	Queue		
Open	Appointment App	No No opointment B	Go Resolved	Unresolved	Queue View All Closed Queue View All Use Date Range Closed Export to Excel	*	
				View			
Drag a	column header her	e to aroun by th	at column				
Ticke	et ⊽ Created On	ノマ PR	ত ST ত	Cust Numbe 🐨	Customer Name	ddress	⊽ City ⊽
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth
2487	11/12/2015	Medium	OP	13524	Johnson, Gino	2252 Langley Lane	Novi
2486	10/27/2015	Medium	SC	255	Johnson, Alexis	10225 Erick Pass	Plymouth
2484	09/29/2015	Medium	SC	135	Jones Flower Mart	333 Main	Plymouth
2483	09/18/2015	Medium	GB	11170	Wagner, Marissa	174 Clovercrest	Novi
2481	08/12/2015	Medium	SC	11978-240	Steve Miller	39 Sarah Drive	Plymouth
2480	08/12/2015	Medium	SC	13524	Johnson, Gino	16 Johns Path	Novi
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2475	07/13/2015	Medium	RS	248	Lynn Jones	1245 Button	Farmington
2473	07/07/2015	Medium	RS	10024-6	Hoffman Auto Group	750 Connecticut Blvd	Canton



Sorting Filtering & Grouping

The Ticket Queue may sorted and filtered to display the list of Tickets in the fashion desired by the User.

Sorting

Sorting is accomplished by clicking on the header name of any of the displayed columns within the Ticket Queue.

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0	View Serv	vice Options	SageQuest	Jobs Options	Queue		
Open	Q Appointment	No Appointment	Go Resolved Back	Unresolved	Closed Queue View All Use Date Range Export to Excel	•	
				View			
Deres	and some the second second	and the second back	her have been seen				
Urag a d	column neader n	lere to group by t	nat column.		land and		_
甘 Ticke	t 💎 Created (On V⊽ PR	ଟ ST ଟ	Cust Numbe	7 Customer Name	✓ Site Address	⊽ City ⊽
2488	11/12/201	5 Median	- 10P	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth
2487	11/12/201	5 Mediun	n OP	13524	Johnson, Gino	2252 Langley Lane	Novi
2486	10/27/201	5 Mediun	n SC	255	Johnson, Alexis	10225 Erick Pass	Plymouth
2484	09/29/201	5 Medium	n SC	135	Jones Flower Mart	333 Main	Plymouth
2483	09/18/201	5 Mediun	n GB	11170	Wagner, Marissa	174 Clovercrest	Novi
2481	08/12/201	5 Mediun	n SC	11978-240	Steve Miller	39 Sarah Drive	Plymouth
2480	08/12/201	5 Mediun	n SC	13524	Johnson, Gino	16 Johns Path	Novi
2479	07/24/201	5 Mediun	n SC	252	Blais, Teresa	1025 Hersholt	Plymouth
2478	07/24/201	5 Medium	n RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2477	07/22/201	5 Mediun	n RS	252	Blais, Teresa	1025 Hersholt	Plymouth
2475	07/13/201	5 Mediun	n RS	248	Lynn Jones	1245 Button	Farmington
2473	07/07/201	5 Mediun	n RS	10024-6	Hoffman Auto Group	750 Connecticut Blvd	Canton



Filtering

Filtering is used to narrow down the list to just the Tickets you want to work with.

For example, you want to view all of the Tickets where the Site is in a particular city. When clicking on the filter icon in the column header, a list of choices will be listed for all Tickets currently displayed. You may make one choice from the filter drop-down list. If you want to select more than once choice for the field, then you would need to create a custom filter.

To remove a filter, click on the Filter button and select ALL at the top of the drop-down list.

When a Filter has been applied to one or more columns, a gold asterisk is will replace the Filter button.

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	View Service C	ptions Sag	jeQuest	Jobs Options	Queue					
Open	O Appointment App	No Go ointment Back	Resolved	Unresolved View	Closed Queue View All	•				
Drag a d	column header here ti	o group by that co	olumn.							
F Ticke	et ⊽ Created On	v PR	ত সা স	Cust Numbe 🖓	Customer Name	A	⊽ City		roblem 7	7 Technician 🛛 🖓
2229	02/07/2013	Medium	SC	102	ABC Blinds	4572 Walker Road	0	~	sp-Int	Mack Miller
2230	02/07/2013	Medium	SC	102	ABC Blinds	4572 Walker Road	(All) (Custom)	^	sp-CCTV	Mack Miller
2405	04/16/2015	Medium	RS	6758	Ashley, Sarah	761 East Street	(Blanks)		Power Failure	Marshall Watson
2359	04/14/2015	Medium	SC	12942	Ashleys	5114 Shunpike Road	(NonBlanks)		imera	Mack Miller
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Canton Chagrie Falle		ld Equipment	Jimmy John
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Cleveland		Power Failure	Orson Goodman
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Detroit	~	w Battery	Orlando Smith
2428	04/18/2015	Critical	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	lo	sp-Fire	
2429	04/18/2015	Medium	SC	12641	Canton Board Of Education	7 West Main Street	Lansing	In	sp-Int	Mack Miller
2430	04/18/2015	Medium	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	In	sp-Int	
2322	07/01/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	In	sp-Int	Marshall Watson
2346	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	In	sp-Int	Marlin Larson
2347	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	In	sp-Int	Mark Taylor
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth	C	amera	
2073	06/03/2012	Medium	DP	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	In	sp-Sprinkler	
2134	06/19/2012	Medium	SC	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	In	sp-Fire	Marlin Larson





Custom Filters

Custom Filters help to refine the list of Tickets displayed in the list depending on what you want to view. For example, you want to see all Tickets where the Priority code is set to Critical or Medium.

6	B).	+ 🥑	• 🖬) 🕫				Serv	ice Ticket Queue Opti	
~		View	Service Opti	ons SageQue	st	Jobs Options		Queue	
	Open	Ç Appo	intment No Appoint	Go Re ment Back	solved	Unresolved O View	Closed	Queue View All Use Date Range Export to Excel	
D	rag a co	olumn	header here to gr	oup by that columr	ı.				
F	Ticket	V	Created On □	PR 🗸	ST 🗸	Cust Numbe 😽	Custor	mer Name	ΔV
	2229		02/07/2013	(AII)	SC	102	ABC B	linds	
	2230		02/07/2013	(Custom)	SC	102	ABC B	linds	
_	2405		04/16/2015	(Blanks) (NonBlanks)	RS	758	Ashley	r, Sarah	
	2359		04/14/2015	Critical	SC	2942	Ashley	'S	
	2477		07/22/2015	High	RS	252	Blais,	Teresa	
	2478		07/24/2015	Low	RS	252	Blais,	Teresa	
	2479		07/24/2015	Medium	SC	252	Blais,	Teresa	
	2428		04/18/2015	Critical	OF	12641	Cantor	Board Of Education	
-	2429								
	2430		Y			Custom Filt	er		×
	2322								
	2346		Filter based on	Any -	of the fol	lowing conditions:			
_	2347			DD Fault				to King	
			HE Add				× 1	ledium	×
			E Delete	PR = Equals			× 0	Critical	~
								ОК	Cancel



Grouping

Within the Ticket Queue, you may view the Tickets in *Groups*. When using Groups, the view of the Ticket Queue changes to a tree structure. After creating a Group, each line displayed within the Ticket Queue may be expanded to show the Tickets that belong to that Group.

To create a Group, drag and drop the desired field to the gray Filter Bar located above the field names area of the Ticket Queue. In the example below, we have grouped the Tickets by the Site city name.

To remove a Group and return to the full Ticket Queue view, drag the Group name displayed in the gray bar down into the list of Tickets.

	+ 🥜 🖬)=			_	Servi	ce Ticket Queue Opti		S	edonaSchedule !
J.	View S	ervice Options	SageC	luest	Jobs Op	tions	Queue			
Open	Q Appointmen	t No Appointment	Go Back	Resolved	Unreso	ved Closed	Queue View All Use Date Range Export to Excel	*		
					View					
City -	Δ									
 € City :: € City :: 	Canton (9 items Chagrin Falls (2 Cleveland (1 ite Detroit (12 item Farmington (1 it Joshua Tree (2 La Habra (1 item Lansing (5 item) ? items) m) s) em) items) n) s)								
ぼ Ti	icket 🍸 🤇	Created On 🛛 🕏	PR	V	ST 🗸	Cust Number	Customer Name	Δ 🖓	Site Address	☆ Problem
24	128 0	4/18/2015	Critical		OP	12641	Canton Board Of Educa	tion	7 West Main Street	Insp-Fire
24	429 0	4/18/2015	Medium		SC	12641	Canton Board Of Educa	tion	7 West Main Street	Insp-Int
24	430 0	4/18/2015	Medium		OP	12641	Canton Board Of Educa	tion	7 West Main Street	Insp-Int
24	147 0	4/20/2015	Medium		RS	13884	The Taft Apartments		414 Chapel Street	Add Equipmer
24	149 0	4/21/2015	Critical		SC	13884	The Taft Apartments		414 Chapel Street	Insp-Fire
Coun	t=5									
E City : I	Livonia (4 items)								
E City : I	Novi (7 items)									
E City :	Plymouth (103 i	tems)								



Ticket Colors

Ticket color display has been coded into the Ticket Queue. The font color of a Ticket displayed in the Ticket Queue depends on the Priority of the Ticket. When a Ticket is initially created, the User must select a Problem Code; in the Problem Code setup table, a default Priority is assigned to that code. The default priority auto-fills into the Ticket, however the User creating the Ticket may choose to either escalate or de-escalate the Ticket Priority. Priority Codes are hard-coded into the software and cannot be added, changed, or deleted. Below are the Priority color codes.

- Low Green
- Medium Black
- High Blue
- Critical Red

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	View Service	Options Sag	eQuest	Jobs Options	Queue					
Open ,	Q Appointment App	No Go Dointment Back	Resolved	Unresolved View	Closed Queue View All	~				
Drag a co	olumn header here	to group by that co	olumn.							
F Ticket	Created On	∀ PR	v ST v	Cust Numbe 🕤	7 Customer Name	A	∵ City	♥ Problem	Technician 5	7 Scheduled
2229	02/07/2013	Low	SC	102	ABC Blinds	4572 Walker Road	Plymouth	Insp-Int	Mack Miller	4/13/2015 8
2230	02/07/2013	Medium	SC	102	ABC Blinds	4572 Walker Road	Plymouth	Insp-CCTV	Mack Miller	4/13/2015 1
2405	04/16/2015	Medium	RS	6758	Ashley, Sarah	761 East Street	Novi	AC Power Failure	Marshall Watson	4/16/2015 9
2359	04/14/2015	High	SC	12942	Ashleys	5114 Shunpike Road	Canton	Camera	Mack Miller	5/27/2015 1
2477	07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	Add Equipment	Jimmy John	7/22/2015 1
2478	07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth	AC Power Failure	Orson Goodman	7/23/2015 9
2479	07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth	Low Battery	Orlando Smith	7/24/2015 1
2428	04/18/2015	Critical	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	Insp-Fire		
2429	04/18/2015	Medium	SC	12641	Canton Board Of Education	7 West Main Street	Lansing	Insp-Int	Mack Miller	11/2/2015 1
2430	04/18/2015	Medium	OP	12641	Canton Board Of Education	7 West Main Street	Lansing	Insp-Int		
1 2322	07/01/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Insp-Int	Marshall Watson	4/15/2015
2346	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Insp-Int	Marlin Larson	4/15/2015 9
2347	07/16/2013	Medium	SC	104	Carter, Kathy	44625 Joy Road	Plymouth	Insp-Int	Mark Taylor	4/17/2015 9
2488	11/12/2015	Medium	OP	10004	Christensen, Anabel	41 Deepfield Rd	Plymouth	Camera		in an
2073	06/03/2012	Medium	DP	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	Insp-Sprinkler		
2134	06/19/2012	Medium	SC	22795	Chromalloy Of Michigan	601 Marshall Phelps Road	Plymouth	Insp-Fire	Marlin Larson	4/13/2015 1.



) -			Ticket #2	2229					
Ticke	et									
Service Ticket	stom elds Appointments and Labor	Silling Docum	ents Equipment and Parts Go To	Journal Notes (0)	Other Items	Purchase Orders (0)	Service History	Ticket Log	Ticket Group	Notifications
Customer 1	02 BC Blinds	Cr	eated 2/7/2013	3 3:43 PM		Contact				v 🖪
Site A 4 P	IBC Blinds 1572 Walker Road Nymouth MI 48170	Cr St	eated By Administ atus Schedul	trator ed		Phone Notify			Б	xt
Site and Sveta										
one and Syste	em Detail			Ticket Detail						
System Accourt	em Detail nt 32112			Ticket Detail Problem		Insp-Int				~
System Accour System Type	em Detail nt 32112 Fire			Ticket Detail Problem Secondary P	roblem	Insp-Int				>
System Accourt System Type Panel Type	m Detail nt 32112 Fire *VISTA 128FBP			Ticket Detail Problem Secondary P Route Code	roblem	Insp-Int				>
System Accour System Type Panel Type Location	m Detail nt 32112 Fire "VISTA 128FBP			Ticket Detail Problem Secondary P Route Code Exportise	roblem	Insp-Int				v v v
System Accour System Type Panel Type Location Vext Inspection	m Detail nt 32112 Fire "VISTA 128FBP 2/1/2013 12:00:00	АМ		Ticket Detail Problem Secondary P Route Code Exportise Priority	roblem	Insp-Int 5 Low				
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System Accou System Type Panel Type Location Vext Inspection Site Phone Vlap Code Cross Street	m Detail 32112 Fire VISTA 128FBP 2/1/2013 12:00:00	AM	Timezone	Ticket Detail Problem Secondary P Route Code Priority Essenties Comments	ngin	Insp-Int 5 Low 00		Esimate	u Group Le	V V V N ngth 120





Ticket Status

Each Ticket is automatically assigned a Status depending on what actions have been performed on the Ticket. Below is a list of the system defined status. The Ticket Status is displayed in the header area of a Ticket and is one of the available columns within the Ticket Queue.

OP – Open: Ticket created but no appointment created.

SC – Scheduled: At least one Technician Appointment has been scheduled.

IP – In Process: Technician Appointment has been marked as "Dispatched" or "Arrived".

DP – Departed: Technician Appointment has been marked as "Departed" and no Resolution Code was selected.

RS – Resolved: A Resolution Code has been selected for the Ticket.

GB – Go Back: The Go-Back option was selected when completing a Technician Appointment Dispatch.

₹					Ticket #2	2489			
Service Ticket	Appointmen and Labor	\$ Billing	Documents (0)	Equipment Jo and Parts Go To	ournal Notes (1)	Other Items	Purchase Servic Orders (0) Histor	e Tick y La	
Customer 14224 Bryan Site Micha 11 Oa Cleve	4 , Michael ael Bryan ak Terrace land OH 44110		Created Created By Status	11/16/2015 Administrate	6:51 AM		Contact Phone Notify		
Site and System De System Account System Type	CCTV14224 Intrusion			0	Ticket Deta Problem Secondary	il Problem	Add Equipment		
Panel Type Location		+	ew Servie	ce Options	SageQuest	Jobs	Service Options	Ticket Queue Opti	
Site Phone Map Code Cross Street	(440) 702-8505 6275 12243 5 - L.Warranty	Shot Calendar P Showy	tide To	Day Wee	k Month	Ticket Queue	Group Inspection Tickets Creation Arrangement	 Removed Parts Miscellaneous A Open Jobs 	ppointment
		Drag a colu	ımn header he	re to group by	that column		1		
		正式 Ticket 2229 2230	Created Or 02/07/2013 02/07/2013	n	ST V SC /	102	ABC Blinds ABC Blinds	ime	△ ▽ Site 457 457
		2405 2359	04/16/2015 04/14/2015	Medium High	RS SC	5758 12942	Ashley, Saral Ashleys	h	76 51
		2477 2478	07/22/2015 07/24/2015	Medium Medium	RS RS	252 252	Blais, Teresa Blais, Teresa	8	102
		2479 2489 2428	0//24/2015 11/16/2015 04/18/2015	Medium Medium Critical	DP OP	14224 12641	Blais, Teresa Bryan, Micha Canton Board	el 1 Of Education	1
			01102010	Medium	SC	120	Conton Douro		74



Ticket Queue Ribbon

Ticket Type Selector

When accessing the Ticket Queue you may view a list of each Ticket Type or All Ticket Types.

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-	2230		02/07/2013	Medium	SC	102	ABC Blinds	4572 Walker Road	Plymouth Insr
	2405		04/16/2015	Medium	RS	6758	Ashley, Sarah	761 East Street	Novi AC
1.000	2359		04/14/2015	High	SC	12942	Ashleys	5114 Shunpike Road	Canton Car
	2477		07/22/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth Add
-	2478		07/24/2015	Medium	RS	252	Blais, Teresa	1025 Hersholt	Plymouth AC
1	2479		07/24/2015	Medium	SC	252	Blais, Teresa	1025 Hersholt	Plymouth Lov-
	2428		04/18/2015	Critical	OP	12641	Canton Board Of Education	7 West Main Street	Lansing
	2429		04/18/2015	Medium	SC	12641	Canton Board Of Education	7 West Main Street	Lansing Insr





Pre-Defined Ticket List Views

The Ticket Queue has been designed with pre-defined views to assist Users in performing daily job functions. These pre-defined views are:

- Open Tickets
- Tickets with an Appointment scheduled
- Tickets that have not been scheduled
- Tickets marked as Go-Backs
- Resolved Tickets
- Unresolved Tickets
- Closed Tickets

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