



## Service – Part 2

## Table of Contents

|                                     |    |
|-------------------------------------|----|
| SedonaSchedule – Ticket Queue ..... | 3  |
| Configuring the Ticket Queue .....  | 4  |
| Sorting Filtering & Grouping.....   | 6  |
| Ticket Colors .....                 | 10 |
| Ticket Status.....                  | 12 |
| Ticket Queue Ribbon.....            | 13 |
| Ticket Type Selector.....           | 13 |
| Pre-Defined Ticket List Views ..... | 14 |

## 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.

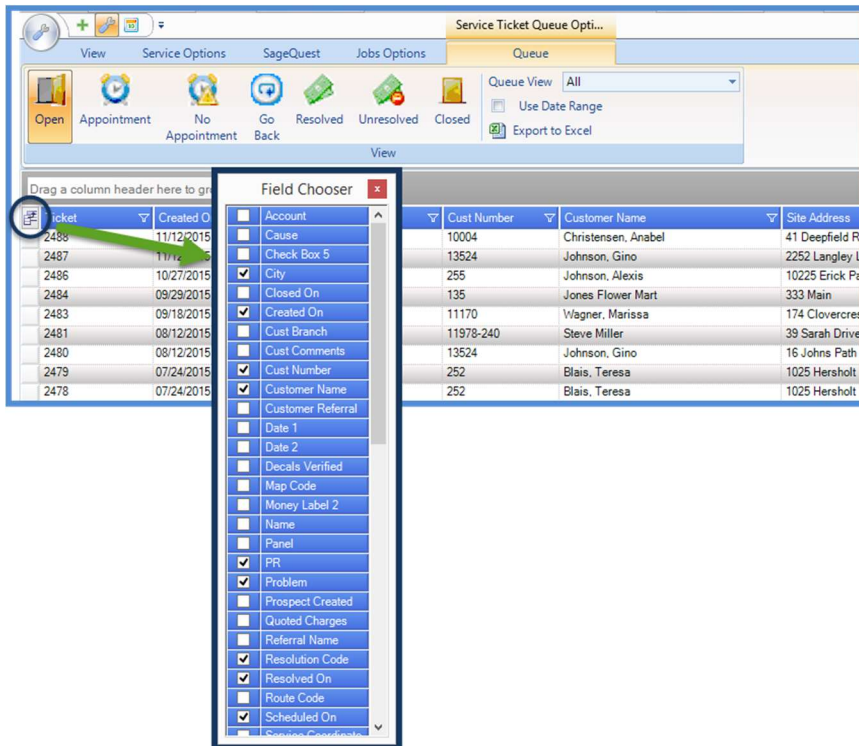
- **Vendor Inspection Tickets** - Similar to regular Inspection Tickets; on the Inspection setup, if a Service Provider type of Service Company is selected, when the Inspection Ticket generation process occurs, Inspection Tickets will be coded as Vendor Inspection type tickets.

## Configuring the Ticket Queue

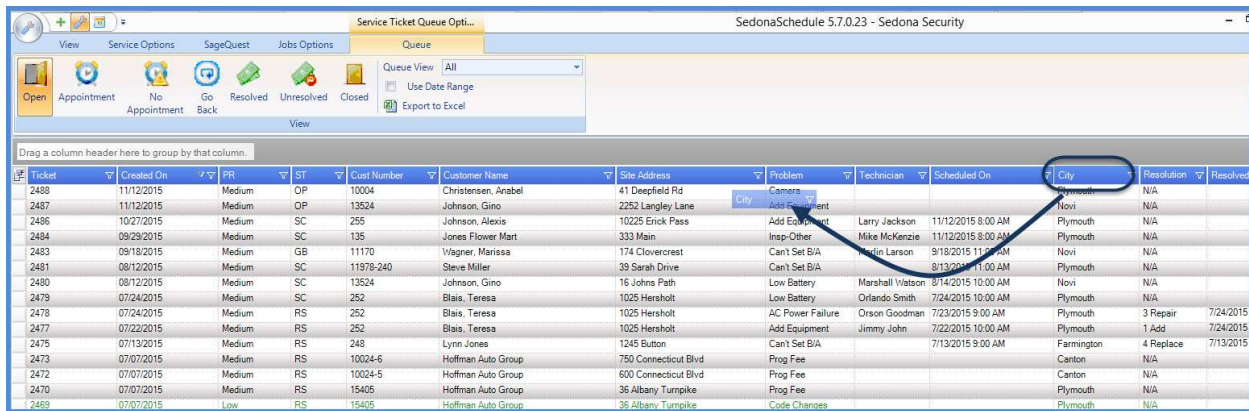
When first accessing the Ticket Queue, all available columns of data are displayed. Each User may pick and choose which columns they desire to be displayed each time the Ticket Queue is accessed. Once the columns have been selected, the software will remember these settings every time the User logs into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

| Ticket | Created On | PR | ST       | Cust Number | Customer Name | Site Address                                | City                 | Problem    | Technician       | Scheduled On    | Resolution         | 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   | 07/19/2015 |    | Medium   | RS          | 248           | Lynn Jones                                  | 1245 Button          | Farmington | Can't Set B/A    |                 | 7/19/2015 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                          | 35 Albany Turnpike   | Plymouth   | Prog Fee         |                 |                    | N/A         |                   |
| 2469   | 07/07/2015 |    | Low      | RS          | 15405         | Hoffman Auto Group                          | 35 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   | RS          | 31705-1       | Plymouth Plantation-Carriage (Fire & Bur... | 137 Warren Avenue    | Plymouth   | Insp-Waterflow   |                 |                    | 4 Replace   | 8/12/2015 11:50   |

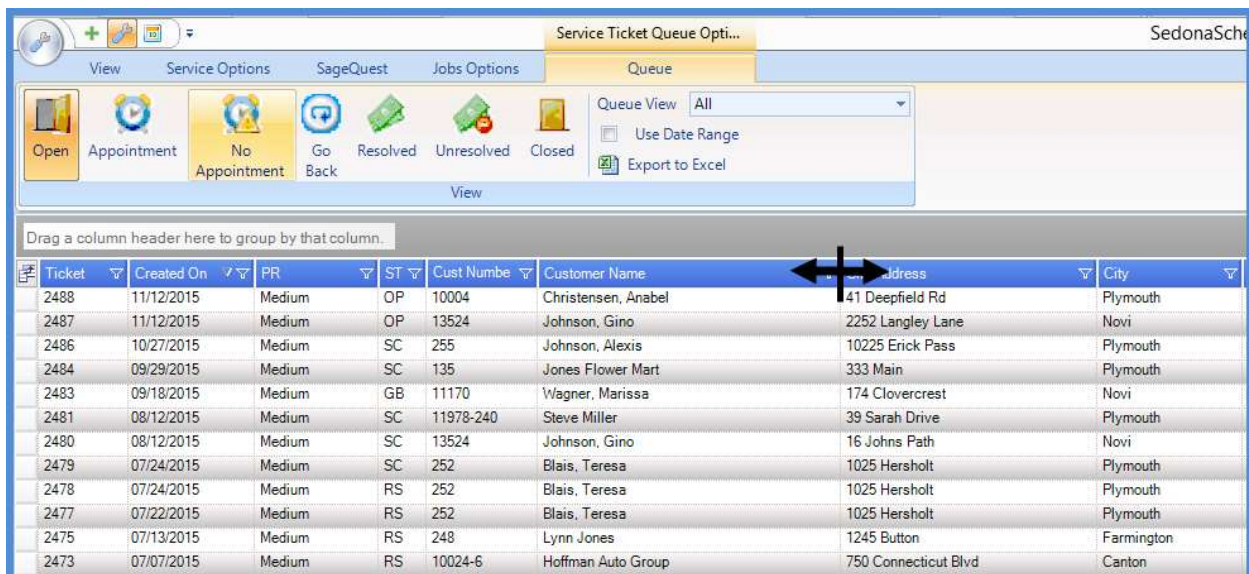
Clicking on the Field Chooser at the upper left of the Ticket Queue will display a list of all the available columns from which to select.



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



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



## 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.


| Ticket | Created On | PR     | ST | Cust Numbe | Customer Name       | Site Address         | City       |
|--------|------------|--------|----|------------|---------------------|----------------------|------------|
| 2486   | 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     |

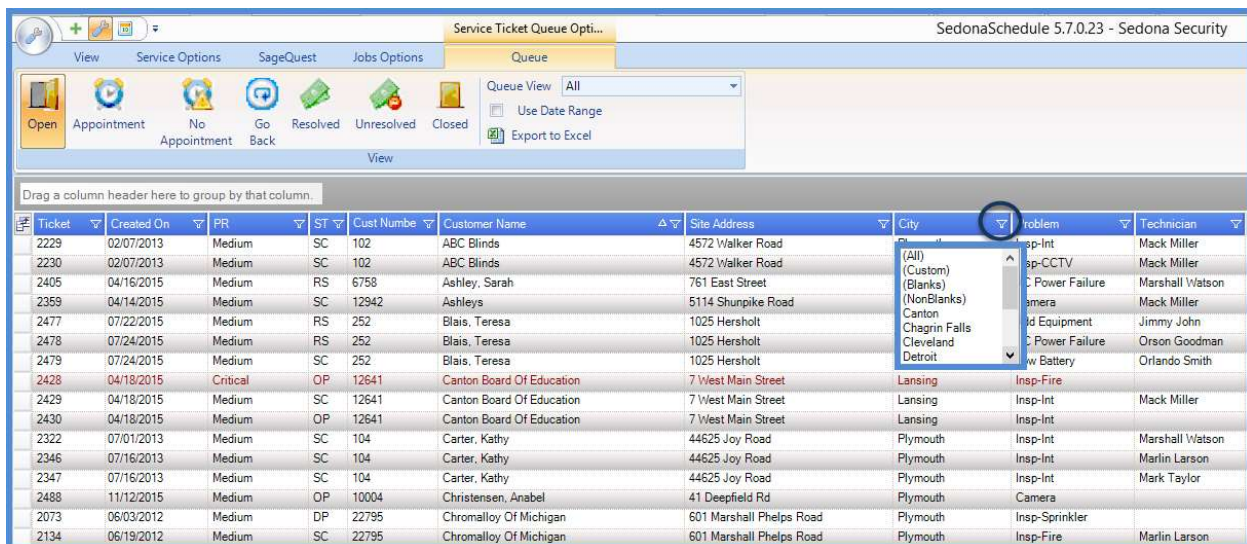
## Filtering

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  will replace the Filter button.



The screenshot shows the 'Service Ticket Queue Options' window with a table of tickets. The 'City' column header has a filter icon (a gold asterisk) and a dropdown menu is open, showing a list of cities: (All), (Custom), (Blanks), (NonBlanks), Canton, Chagrin Falls, Cleveland, and Detroit. The table contains columns for Ticket, Created On, PR, ST, Cust Numbe, Customer Name, Site Address, City, Problem, and Technician.

| Ticket | Created On | PR       | ST | Cust Numbe | Customer Name             | Site Address             | City     | Problem       | Technician      |
|--------|------------|----------|----|------------|---------------------------|--------------------------|----------|---------------|-----------------|
| 2229   | 02/07/2013 | Medium   | SC | 102        | ABC Blinds                | 4572 Walker Road         |          | Inspection    | Mack Miller     |
| 2230   | 02/07/2013 | Medium   | SC | 102        | ABC Blinds                | 4572 Walker Road         |          | App-CCTV      | Mack Miller     |
| 2405   | 04/16/2015 | Medium   | RS | 6758       | Ashley, Sarah             | 761 East Street          |          | Power Failure | Marshall Watson |
| 2369   | 04/14/2015 | Medium   | SC | 12942      | Ashleys                   | 5114 Shurpike Road       |          | Camera        | Mack Miller     |
| 2477   | 07/22/2015 | Medium   | RS | 252        | Blais, Teresa             | 1025 Hersholt            |          | Inspection    | Jimmy John      |
| 2478   | 07/24/2015 | Medium   | RS | 252        | Blais, Teresa             | 1025 Hersholt            |          | Power Failure | Orson Goodman   |
| 2479   | 07/24/2015 | Medium   | SC | 252        | Blais, Teresa             | 1025 Hersholt            |          | Inspection    | Orlando Smith   |
| 2428   | 04/18/2015 | Critical | OP | 12641      | Canton Board Of Education | 7 West Main Street       | Lansing  | Inspection    |                 |
| 2429   | 04/18/2015 | Medium   | SC | 12641      | Canton Board Of Education | 7 West Main Street       | Lansing  | Inspection    | Mack Miller     |
| 2430   | 04/18/2015 | Medium   | OP | 12641      | Canton Board Of Education | 7 West Main Street       | Lansing  | Inspection    |                 |
| 2322   | 07/01/2013 | Medium   | SC | 104        | Carter, Kathy             | 44625 Joy Road           | Plymouth | Inspection    | Marshall Watson |
| 2346   | 07/16/2013 | Medium   | SC | 104        | Carter, Kathy             | 44625 Joy Road           | Plymouth | Inspection    | Marlin Larson   |
| 2347   | 07/16/2013 | Medium   | SC | 104        | Carter, Kathy             | 44625 Joy Road           | Plymouth | Inspection    | Mark Taylor     |
| 2488   | 11/12/2015 | Medium   | OP | 10004      | Christensen, Anabel       | 41 Deepfield Rd          | Plymouth | Camera        |                 |
| 2073   | 06/03/2012 | Medium   | DP | 22795      | Chromalloy Of Michigan    | 601 Marshall Phelps Road | Plymouth | Inspection    |                 |
| 2134   | 06/19/2012 | Medium   | SC | 22795      | Chromalloy Of Michigan    | 601 Marshall Phelps Road | Plymouth | Inspection    | 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.

The screenshot shows the 'Service Ticket Queue Options' dialog box. The 'Queue' tab is selected, and the 'Queue View' is set to 'All'. The 'View' section includes buttons for 'Open', 'Appointment', 'No Appointment', 'Go Back', 'Resolved', 'Unresolved', and 'Closed'. Below this is a table of tickets with columns: Ticket, Created On, PR, ST, Cust Numbe, and Customer Name. A blue arrow points from the 'PR' column header to the 'Custom Filter' dialog box.

| Ticket | Created On | PR                      | ST | Cust Numbe | Customer Name             |
|--------|------------|-------------------------|----|------------|---------------------------|
| 2229   | 02/07/2013 | (All)                   | SC | 102        | ABC Blinds                |
| 2230   | 02/07/2013 | (Custom)                | SC | 102        | ABC Blinds                |
| 2405   | 04/16/2015 | (Blanks)<br>(NonBlanks) | RS | 758        | Ashley, Sarah             |
| 2359   | 04/14/2015 | Critical                | SC | 2942       | Ashleys                   |
| 2477   | 07/22/2015 | High                    | RS | 252        | Blais, Teresa             |
| 2478   | 07/24/2015 | Low                     | RS | 252        | Blais, Teresa             |
| 2479   | 07/24/2015 | Medium                  | RS | 252        | Blais, Teresa             |
| 2479   | 07/24/2015 | Medium                  | SC | 252        | Blais, Teresa             |
| 2428   | 04/18/2015 | Critical                | OP | 12641      | Canton Board Of Education |
| 2429   |            |                         |    |            |                           |
| 2430   |            |                         |    |            |                           |
| 2322   |            |                         |    |            |                           |
| 2346   |            |                         |    |            |                           |
| 2347   |            |                         |    |            |                           |

The 'Custom Filter' dialog box is open, showing a filter based on 'Any' of the following conditions:

- PR = Equals Medium
- PR = Equals Critical

Buttons for 'Add', 'Delete', 'OK', and 'Cancel' are visible.



### 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.

The screenshot shows the 'Service Ticket Queue' interface. At the top, there are navigation tabs: View, Service Options, SageQuest, Jobs Options, and Queue. Below these are icons for 'Open', 'Appointment', 'No Appointment', 'Go Back', 'Resolved', 'Unresolved', and 'Closed'. A 'Queue View' dropdown is set to 'All', with options for 'Use Date Range' and 'Export to Excel'.

A filter bar labeled 'City' is visible, showing a tree structure of cities with expandable icons. The 'City : Lansing (5 items)' group is expanded, revealing a table of tickets:

| Ticket | Created On | PR       | ST | Cust Number | Customer Name             | Site Address       | Problem      |
|--------|------------|----------|----|-------------|---------------------------|--------------------|--------------|
| 2428   | 04/18/2015 | Critical | OP | 12641       | Canton Board Of Education | 7 West Main Street | Insp-Fire    |
| 2429   | 04/18/2015 | Medium   | SC | 12641       | Canton Board Of Education | 7 West Main Street | Insp-Int     |
| 2430   | 04/18/2015 | Medium   | OP | 12641       | Canton Board Of Education | 7 West Main Street | Insp-Int     |
| 2447   | 04/20/2015 | Medium   | RS | 13884       | The Taft Apartments       | 414 Chapel Street  | Add Equipmen |
| 2449   | 04/21/2015 | Critical | SC | 13884       | The Taft Apartments       | 414 Chapel Street  | Insp-Fire    |

Below the table, it says 'Count = 5'. Other cities in the list include Canton (9 items), Chagrin Falls (2 items), Cleveland (1 item), Detroit (12 items), Farmington (1 item), Joshua Tree (2 items), La Habra (1 item), Livonia (4 items), Novi (7 items), and Plymouth (103 items).

## 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

| Ticket | Created On | PR       | ST | Cust Numbe | Customer Name             | Site Address             | City     | Problem          | Technician      | 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         |                 |             |
| 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           |                 |             |
| 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 #2229

Service Ticket | Custom Fields | Appointments and Labor | Billing | Documents (0) | Equipment and Parts | Journal | Notes (0) | Other Items | Purchase Orders (0) | Service History | Ticket Log | Ticket Group | Notifications

Customer: 102 ABC Blinds  
Site: ABC Blinds, 4572 Walker Road, Plymouth MI 48170  
Created: 2/7/2013 3:43 PM  
Created By: Administrator  
Status: Scheduled  
Contact: [Dropdown]  
Phone: [Text] Ext: [Text]  
Notify: [Text]

Site and System Detail

|                 |                            |
|-----------------|----------------------------|
| System Account  | 32112                      |
| System Type     | Fire                       |
| Panel Type      | *VISTA 128FBP              |
| Location        |                            |
| Next Inspection | 2/1/2013 12:00:00 AM       |
| Site Phone      |                            |
| Map Code        |                            |
| Timezone        |                            |
| Cross Street    |                            |
| Warranty        | Full Warranty              |
| Warranty Parts  | 11/2/2013 Other: 11/2/2013 |

Ticket Detail

|                        |          |
|------------------------|----------|
| Problem                | Insp-Int |
| Secondary Problem      |          |
| Route Code             |          |
| Expiration             | 5        |
| Priority               | Low      |
| Estimated Length       | 90       |
| Estimated Group Length | 120      |
| Comments               |          |
| Service Code           |          |

## 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.

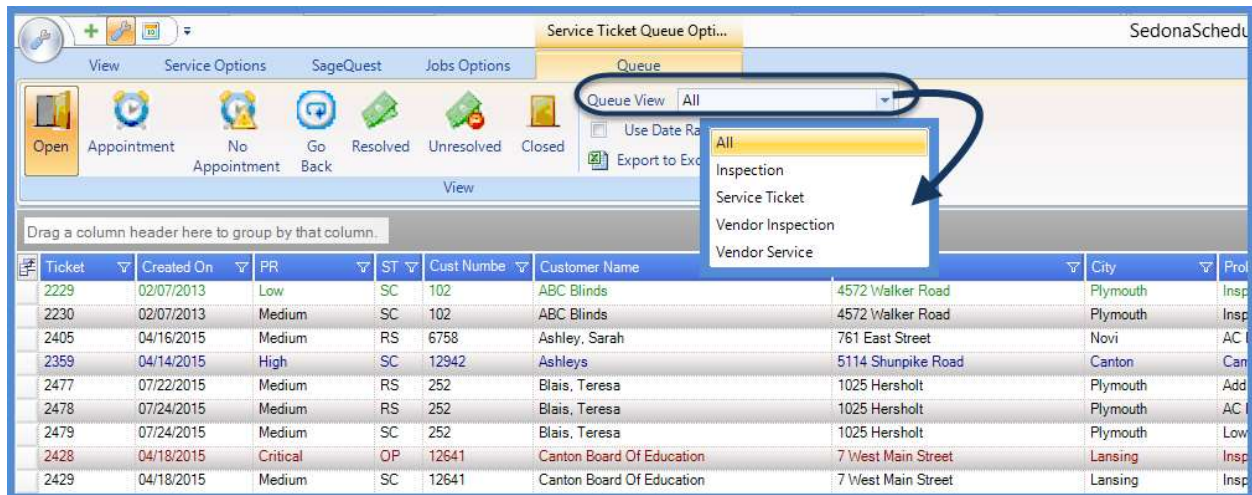
The screenshot displays two parts of a software interface. The top part shows the details for 'Ticket #2489'. The status is 'Departed', which is highlighted with a blue circle and an arrow. The bottom part shows a 'Service Ticket Queue' window with a table of tickets. The 'ST' column header in the table is circled with a blue circle and an arrow.

| Ticket | Created On | PR       | ST | Op. Numbe | Customer Name             | Site  |
|--------|------------|----------|----|-----------|---------------------------|-------|
| 2229   | 02/07/2013 | Low      | SC | 102       | ABC Blinds                | 4572  |
| 2230   | 02/07/2013 | Medium   | SC | 102       | ABC Blinds                | 4572  |
| 2405   | 04/16/2015 | Medium   | RS | 6758      | Ashley, Sarah             | 761 E |
| 2359   | 04/14/2015 | High     | SC | 12942     | Ashleys                   | 5114  |
| 2477   | 07/22/2015 | Medium   | RS | 252       | Blais, Teresa             | 102   |
| 2478   | 07/24/2015 | Medium   | RS | 252       | Blais, Teresa             | 10    |
| 2479   | 07/24/2015 | Medium   | SC | 252       | Blais, Teresa             | 1     |
| 2489   | 11/16/2015 | Medium   | DP | 4224      | Bryan, Michael            | 1     |
| 2428   | 04/18/2015 | Critical | OP | 2641      | Canton Board Of Education | 7     |
|        |            | Medium   | SC | 1361      | Canton Board Of Education | 71    |

## Ticket Queue Ribbon

### Ticket Type Selector

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



### 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

