

Resolving a Ticket SedonaFSU iOS Edition 2.0.6

1. After a departed time is entered the resolution cell will become available.
2. The resolution cell is below Appointment Resolution marked as 2 in the picture below.

The screenshot displays the SedonaFSU iOS app interface for a ticket. At the top, the status bar shows 'iPad', signal strength, '2:09 PM', and 'Ticket #25829'. The main content area is divided into two columns. The left column contains site information: 'Site 2', 'Justin DeBaggis', '123 ABC STREET', and 'Bainbridge, OH 44023'. The right column contains ticket details: 'Legal', 'Status Departed', 'Created 7/15/15', and 'Created By JustinD'. Below this is a navigation bar with tabs: 'Review', 'Appointment' (selected), 'Notes', 'Parts', 'Labor', 'Other', 'History', 'Custom', and 'Unlock'. The 'Appointment Times' section lists three events: 'Dispatched' at 'Today 2 08 PM', 'Arrived' at 'Today 2 08 PM', and 'Departed' at 'Today 2 09 PM'. A red circle with the number '1' is placed over the 'Departed' time. A callout bubble points to it with the text 'Enter in your departure time.' Below this is the 'Appointment Resolution' section, which has a red circle with the number '2' next to it. A callout bubble points to it with the text 'After a departure time is entered the resolution cell will become available.' The resolution options are 'Resolves Ticket', 'Go Back Queue', and 'Other'. At the bottom, there is a dock with icons for 'Schedule', 'Maps', 'Documents', and 'Setup'.

Site: Legal

Justin DeBaggis Status: Departed

123 ABC STREET Created: 7/15/15

Bainbridge, OH 44023 Created By: JustinD

Review Appointment Notes Parts Labor Other History Custom Unlock

Appointment Times

- Dispatched Today 2 08 PM
- Arrived Today 2 08 PM
- Departed Today 2 09 PM

Appointment Resolution

- Resolution: Resolves Ticket | Go Back Queue | Other

Schedule Maps Documents Setup

1. Select Resolves Ticket, Go Back Queue, or Other

- Resolves Ticket Option - If the ticket is completed select the Resolves Ticket option. When this option is selected, the ticket status will change to RS (resolved).
- Put in Go Back Queue Option - If the Service Ticket could not be completed, a return trip is required and you want to keep the ticket open for rescheduling, select Go Back Queue option. When this option is selected, the ticket status will change to GB (Go Back).

2. Select the Information button in step 2 to bring up a list of resolution codes.

iPad 2:10 PM 76%
Ticket #25829

Site: Legal
2
Justin DeBaggis Status: Departed
123 ABC STREET Created: 7/15/15
Bainbridge, OH 44023 Created By: JustinD

Review Appointment Notes Parts Labor Other History Custom Unlock

Appointment Times

- Dispatched Today 2 08 PM
- Arrived Today 2 08 PM
- Departed Today 2 09 PM

Appointment Resolution

Resolution: Resolves Ticket Go Back Queue Other

Select the Information button to bring up a list of resolution codes.

Select Resolves Ticket, Go Back Queue, or Other as it applies to the resolution of this appointment.

Schedule Maps Documents Setup

Select the appropriate resolution code as Billable or Non Billable.

The screenshot shows an iPad application interface for a ticket. At the top, it displays 'iPad', '2:10 PM', and 'Ticket #25829'. The ticket details include 'Site 2', 'Justin DeBaggis', '123 ABC STREET', and 'Bainbridge, OH 44023'. The status is 'Legal' and 'Departed', with a creation date of '7/15/15'. A dropdown menu is open, listing various resolution codes with their corresponding billability status: 'ACC' (Test - Bi), 'Account information Adjus' (Non Billa), 'Billable (act of god)' (Billa), 'Billable Call' (Billa), 'Billable Physcial damage' (Billa), 'Covered under Contract' (Non Billa), 'Customer found problem/ca' (Non Billa), 'Customer not present at p' (Non Billa), and 'Equipment Sale Via UPS' (Billa). A red callout box with the text 'Select the appropriate resolution code' and an arrow points to the 'Billable Call' option. The background shows a table with columns for 'Other', 'History', 'Custom', and 'Unlock', and rows with dates and times like '2 08 PM' and '2 09 PM'. The bottom navigation bar includes icons for 'Schedule', 'Maps', 'Documents', and 'Setup'.

1. Select resolution as shown in step 1 below. This will enable the resolution cell and allow you to enter in your resolution note in step 2.

**This is fixed in version 2.0.7*

2. Select the resolution note box above done as shown in step 2.

iPad 2:10 PM Ticket #25829 76%

Site **Legal**

2

Justin DeBaggis Status **Departed**

123 ABC STREET Created 7/15/15

Bainbridge, OH 44023 Created By JustinD

Review	Appointment	Notes	Parts	Labor	Other	History	Custom	Unlock
		● Arrived		Today 2	08	PM		
		● Departed		Today 2	09	PM		

Appointment Resolution

1 Select "Resolution" to enable the resolution cell.

Resolution Resolves Ticket Go Back Queue Other

Billable Call

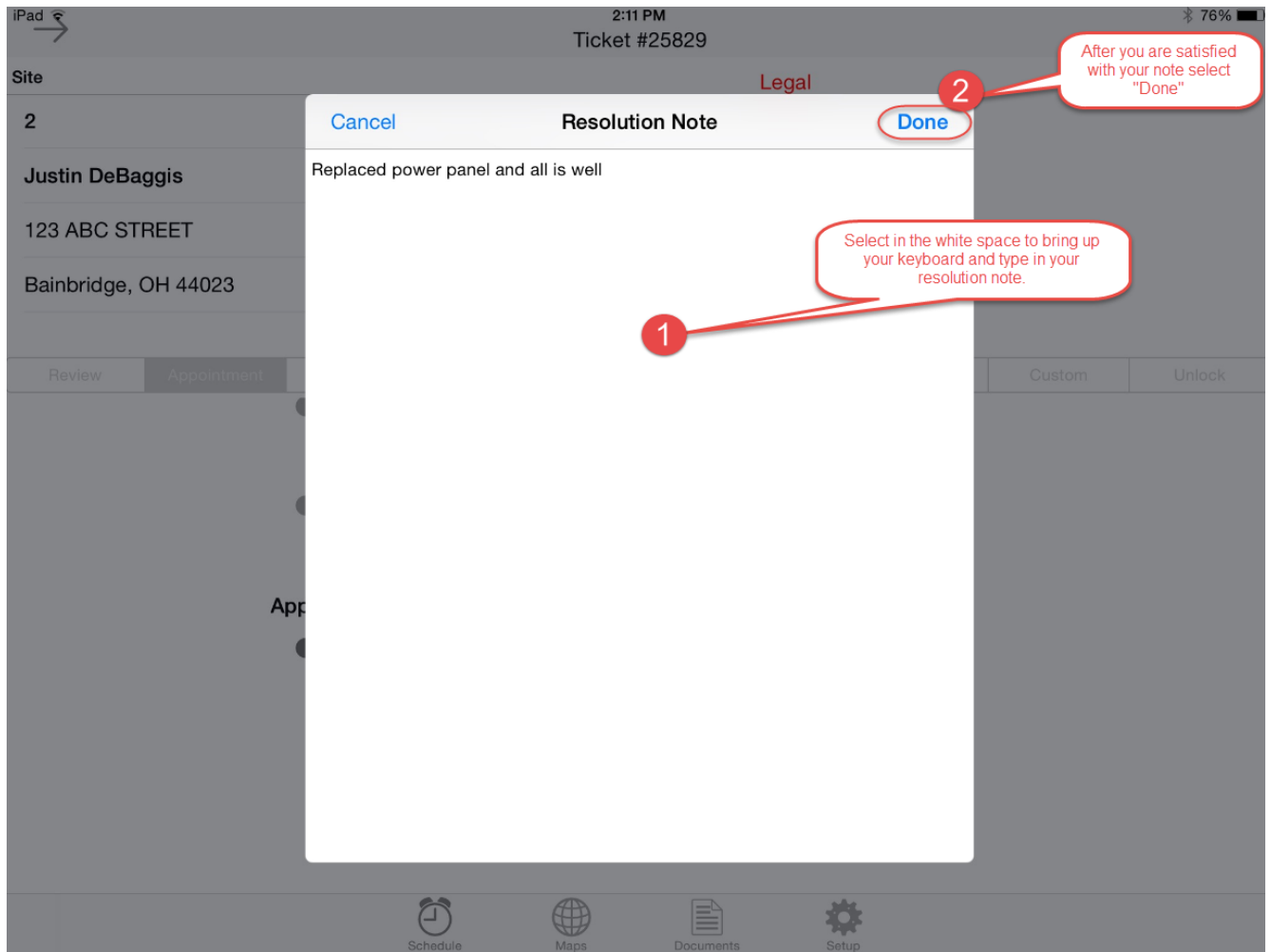
Billable

2 Select the box highlighted in step 2 to add a resolution note.

Done

Schedule Maps Documents Setup

1. Select the white space in the Resolution Note. This will bring up the keyboard for you to type in your resolution note. This note may be available on the invoice for the customer.
2. After you are happy with your resolution note select Done in the top right corner labeled in step 2.



Select Done as shown in the picture below to activate the acceptance tab.

iPad 2:11 PM 76%

Ticket #25829

Site **Legal**

2

Justin DeBaggis Status **Departed**

123 ABC STREET Created **7/15/15**

Bainbridge, OH 44023 Created By **JustinD**

Review	Appointment	Notes	Parts	Labor	Other	History	Custom	Unlock
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● Departed Today 2 09 PM

Appointment Resolution

● Resolution [Resolves Ticket](#) [Go Back Queue](#) [Other](#)

Billable Call

Billable

Done

Select Done to activate the acceptance tab.

Replaced power panel and all is well

Schedule Maps Documents Setup