Resolving a Ticket SedonaFSU iOS Edition 2.0.6
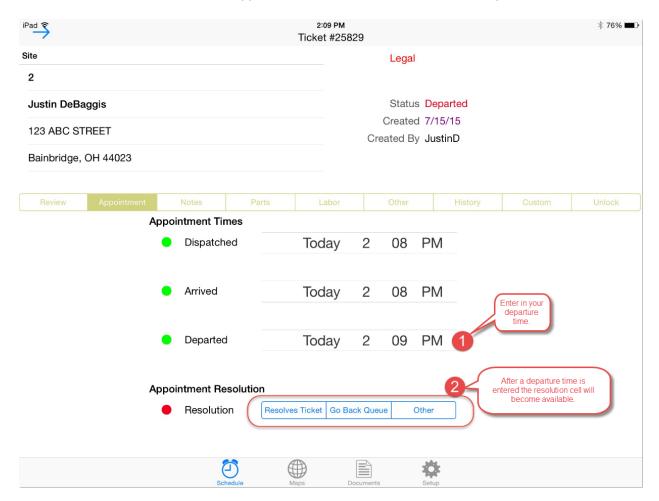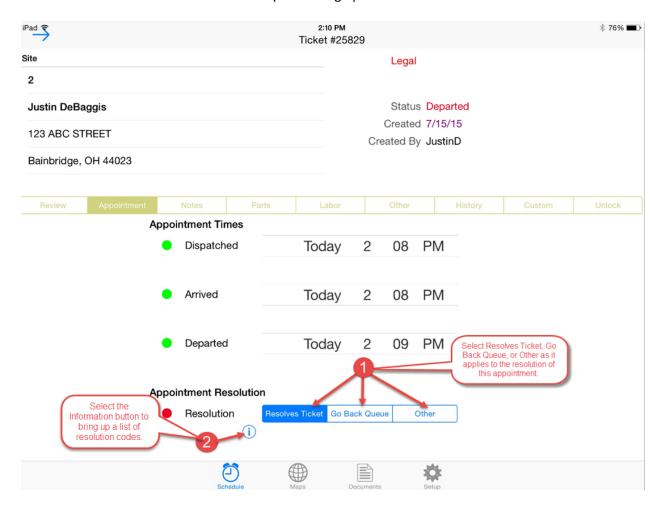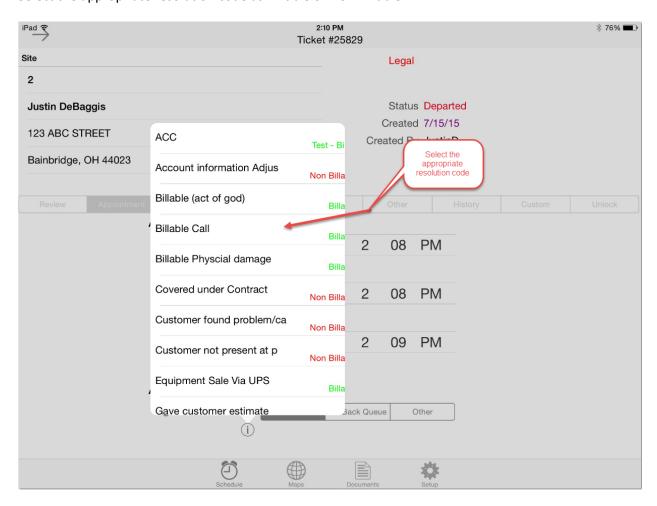
1. After a departed time is entered the resolution cell will become available.
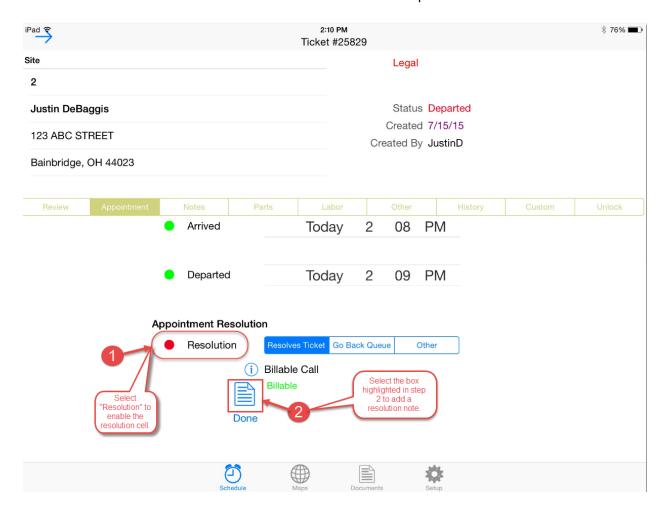2. The resolution cell is below Appointment Resolution marked as 2 in the picture below.

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).

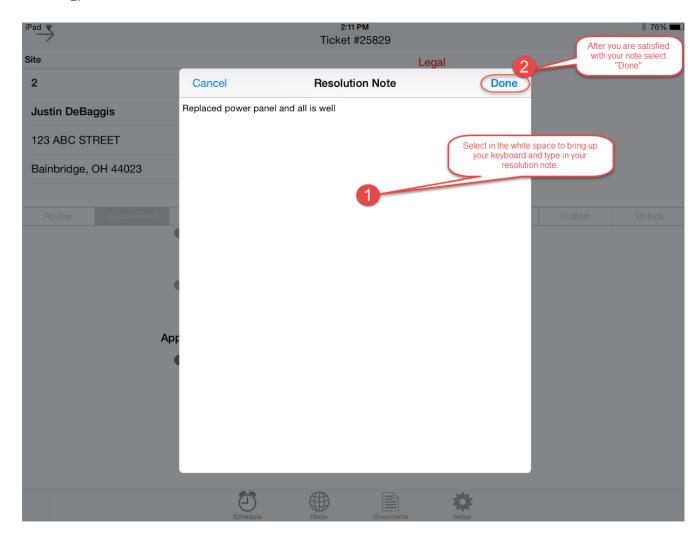2. Select the Information button in step 2 to bring up a list of resolution codes.

Select the appropriate resolution code as Billable or Non Billable.

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

		Select the appropriate resolution code
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	
Equipment Sale Via UPS	Billa	
Gave customer estimate		

Review   Appointment   Other   History   Custom   Unlock

2   08   PM

2   08   PM

2   09   PM

Back Queue   Other

ⓘ

Schedule   Maps   Documents   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.

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.