

10.1 Trouble Tickets

A ticket applies across different areas: in HelpDesk it is considered as a request by the client, but after the sale it can also be used for internal company requests (non-conformity management) and for project activities (Planning).

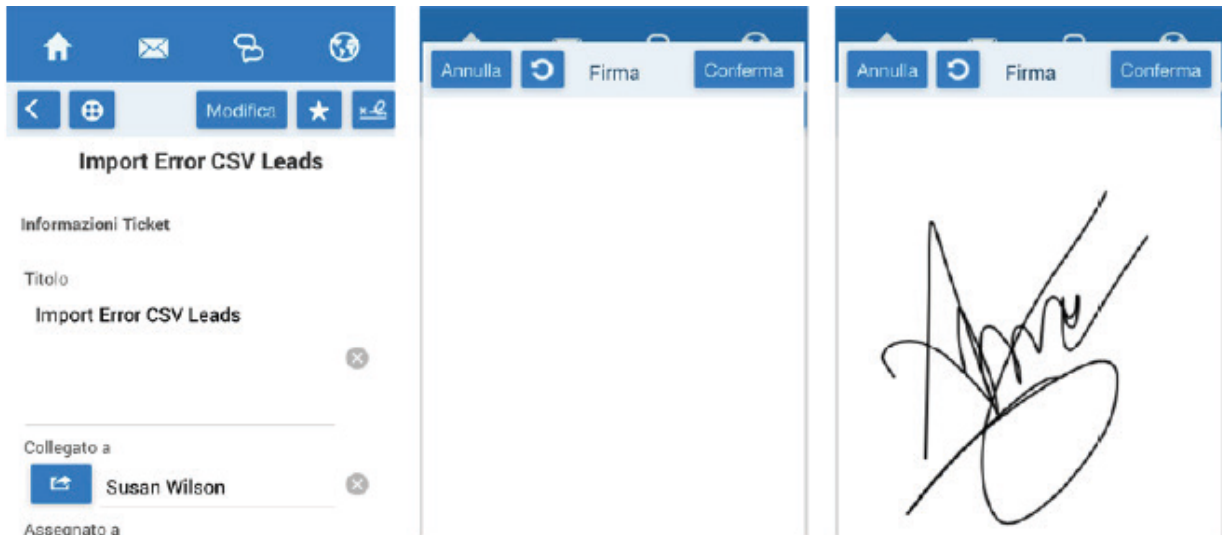
It is advisable, therefore, to provide for personalised fields to categorise the nature of the ticket. As always, to create a new ticket you can proceed with the button from the HelpDesk module, or with Add Ticket from the report menu of another module.

Priority	Customisable: usually on indication of the assistance service
Severity	Customisable: usually it is by indication of the sales person according to the customer's value
Category	Customisable: e.g. complaint, service under warranty or internal request
Related to	Link field with a customer data base (Accounts, Contacts, Leads)
Status	It is essential to know the progress of the ticket (statuses can be changed by the admin user)
Hours	Hours spent on the ticket; when a contract service is connected to the ticket (unit of hours), this value updates the progress of the contract (at ticket closure)
Days	Days used for the ticket; when a contract service is connected to the ticket (day unit), this value updates the progress of the contract (at ticket closure)
Project	Link to a planning sheet (project)

Project task

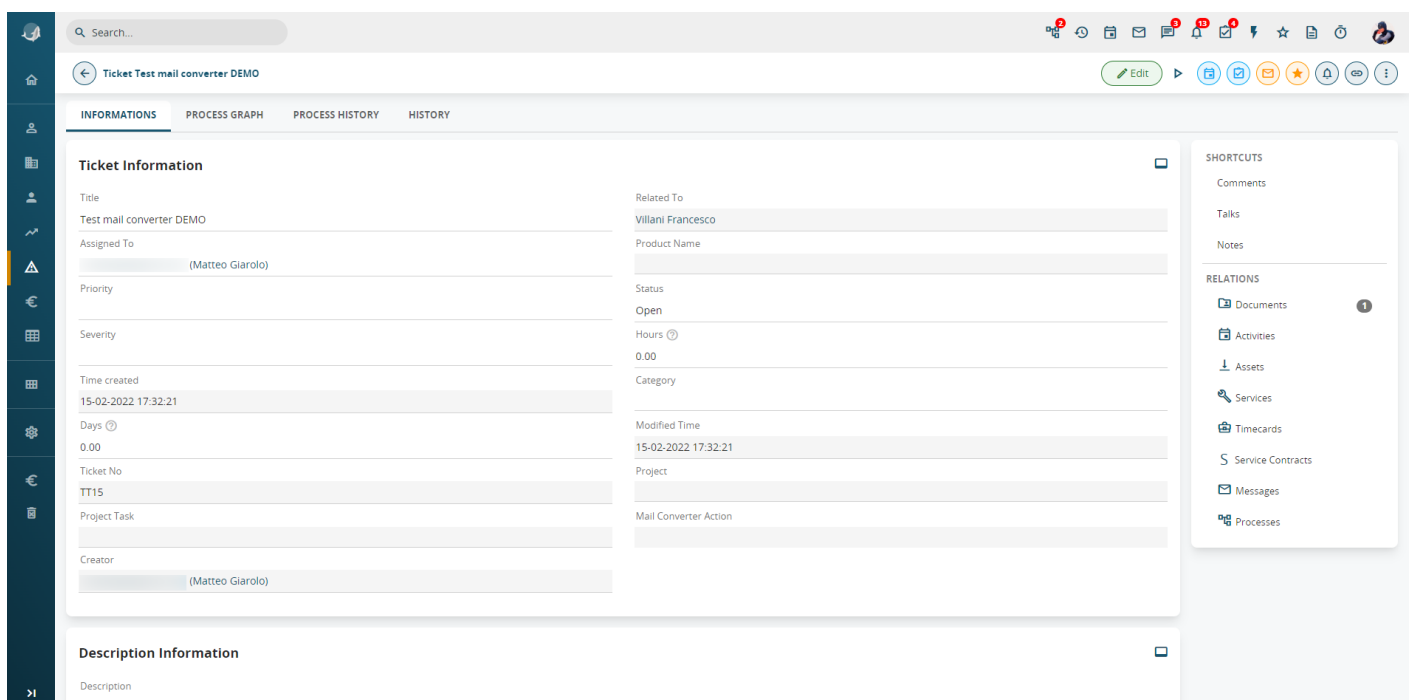
Connection to an operation sheet (project phase)

Calendar, Documents and other links allow you to centralise the history of the ticket in the appropriate context, in order to rapidly find information in the future to deal with similar cases. Finally, it is possible to add the client's signature on the intervention report linked to the Ticket. To do this, simply log into vtenext APP and click on the signature icon in the Ticket module. Below is an example of an APP signature:



The signature will be saved and reported to the Ticket. It will be present both in the specific related list, visible from the browser, and will also be integrated in the PDF Maker template for printing the report.

Below you can see an example of signature visualisation via browser and also in the PDF produced by vtenext.



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Ticket Test mail converter DEMO

Edit

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Comments

Talks

Notes

RELATIONS

Documents

Activities

Assets

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Timecards

Service Contracts

Messages

Processes

SLA timings

Time Elapsed

0s

SLA start date

15-02-2022 17:32:20

Update Time

15-02-2022 17:32:20

Due Date

Reset SLA

no

Idle Time Elapsed

0s

Time remaining

0s

SLA end date

00-00-0000 00:00:00

SLA Estimated Time

0s

Due time (hh:mm)

End SLA

no

Out SLA Time Elapsed

0s

Mail Information

Mail From

francesco.villani@vtenext.com

Mail Cc

Vtenext From Name

Mail Date

15-02-2022 17:25:38

Mail To

mailconvertervte@gmail.com

Mail Bcc

Vtenext From Mail

mailconvertervte@gmail.com

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