3.14 Trouble Tickets

The Help Desk module contains all the Trouble Tickets opened by customers or internally by the Technical Support staff. They can be related to Companies/Contacts, a Product, Project, or Project Activity.

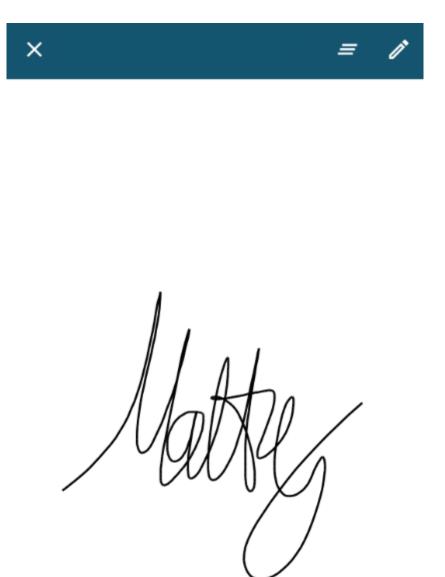
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Trouble Tickets detail

In a Ticket display view there is an area for signing by the customer. This serves for the creation of an Intervention Report that can be sent to the customer in PDF format, containing all the Ticket data including the signature (as shown below).

Ticket Signature				
Signature				
No signature				

Ticket Signature detail



Ticket Signature Window detail

Organizational layout of related modules					
Comments	Conversations	Notes			
PDF Maker	Messages	Activities (Calendar)			
Tasks (Calendar)	Documents	Services			
Service Contracts	Installations	Interventions			
Processes					

Revision #1 Created 11 July 2022 14:44:25 by Admin Updated 11 July 2022 15:33:16 by Admin