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.

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 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		

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