

## 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.

Verifica invio mail di sollecito rinnovi

Ticket

Title

Verifica invio mail di sollecito rinnovi

Ticket No

TT-252306

Priority

Urgent

Assigned To

User > assistenza

Status

Open

Related To

Contact > Marco Rocca

Product Name

*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*

Matty

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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