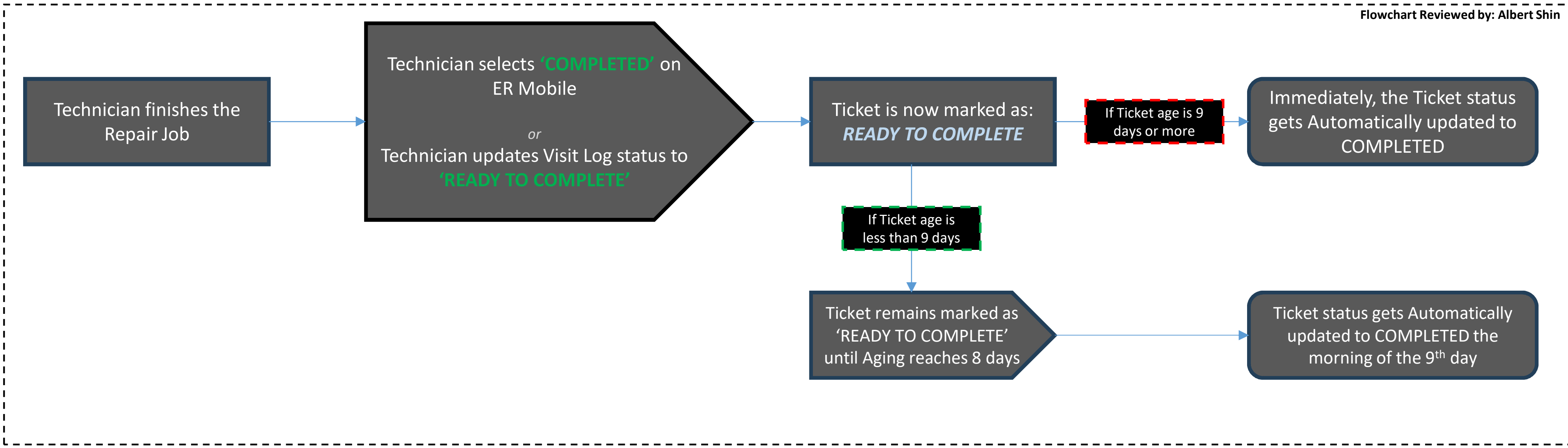
Ticket Complete & Pending Guide

Desktop version

Triage Team

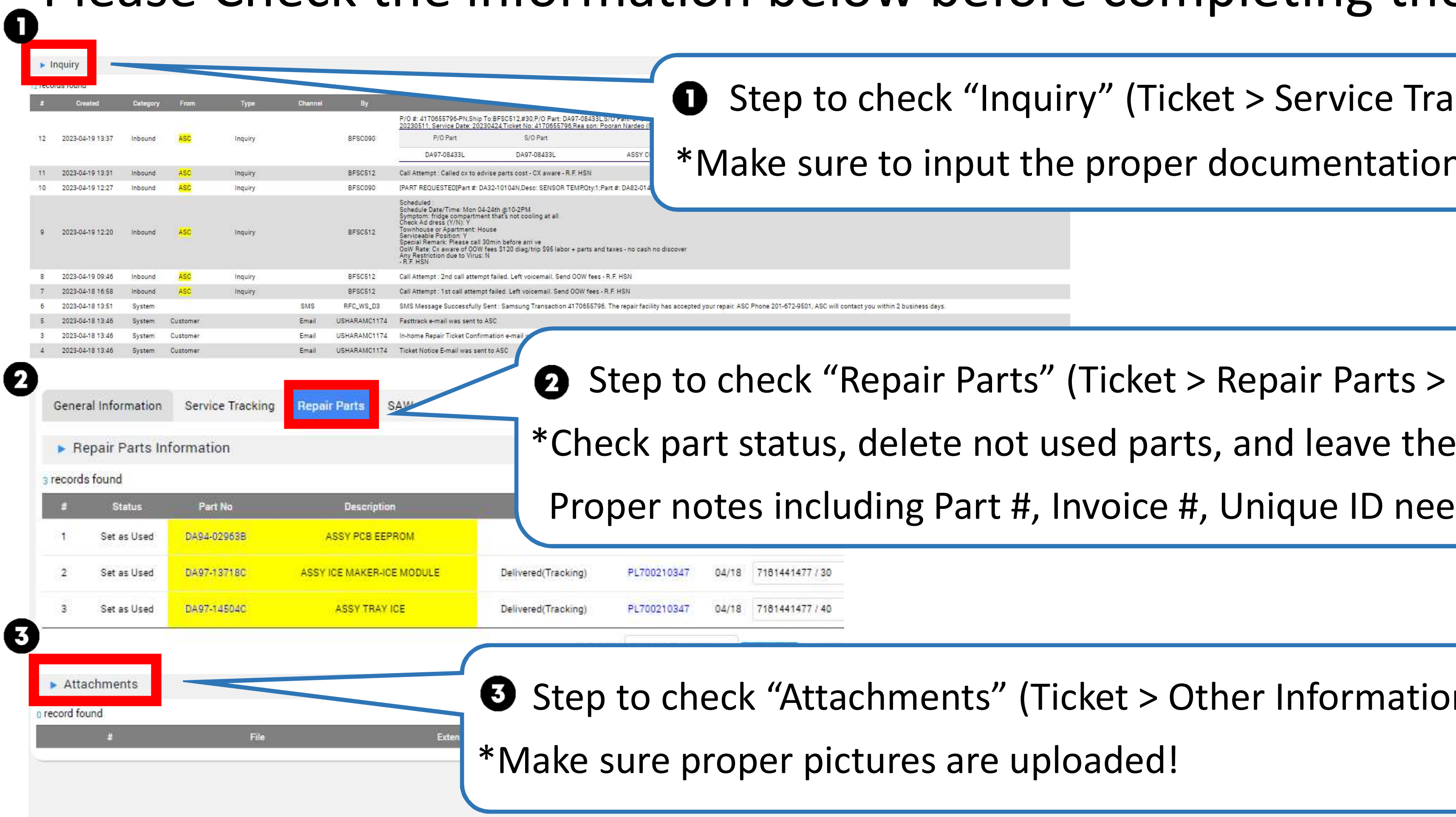
Flowchart



***IMPORTANT: Not all Tickets will successfully be Completed automatically. Inquiry will make a record if the Auto Complete fails. Managers MUST review Failed Auto Complete tickets and manually Complete those tickets every morning. You can check Failed Auto Complete Tickets by going to ER > Ticket > Follow-Up Dashboard OR, on Ticket list, search by Repair Status.**

1. Ticket Complete

Please Check the information below before completing the ticket!



❶ Step to check "Inquiry" (Ticket > Service Tracking > Inquiry)

*Make sure to input the proper documentation on the inquiry!

❷ Step to check "Repair Parts" (Ticket > Repair Parts > Repair Parts Info)

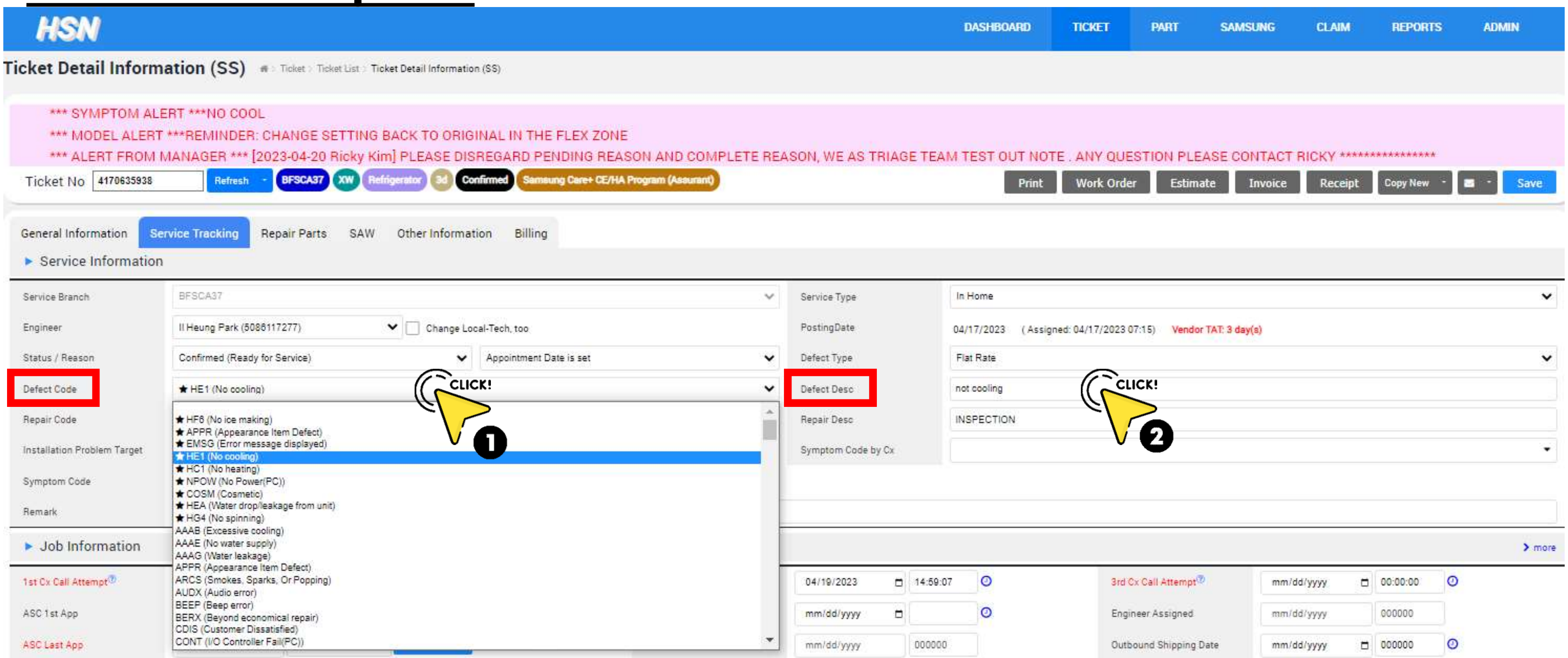
*Check part status, delete not used parts, and leave the used parts!

Proper notes including Part #, Invoice #, Unique ID needed

❸ Step to check "Attachments" (Ticket > Other Information > Attachments)

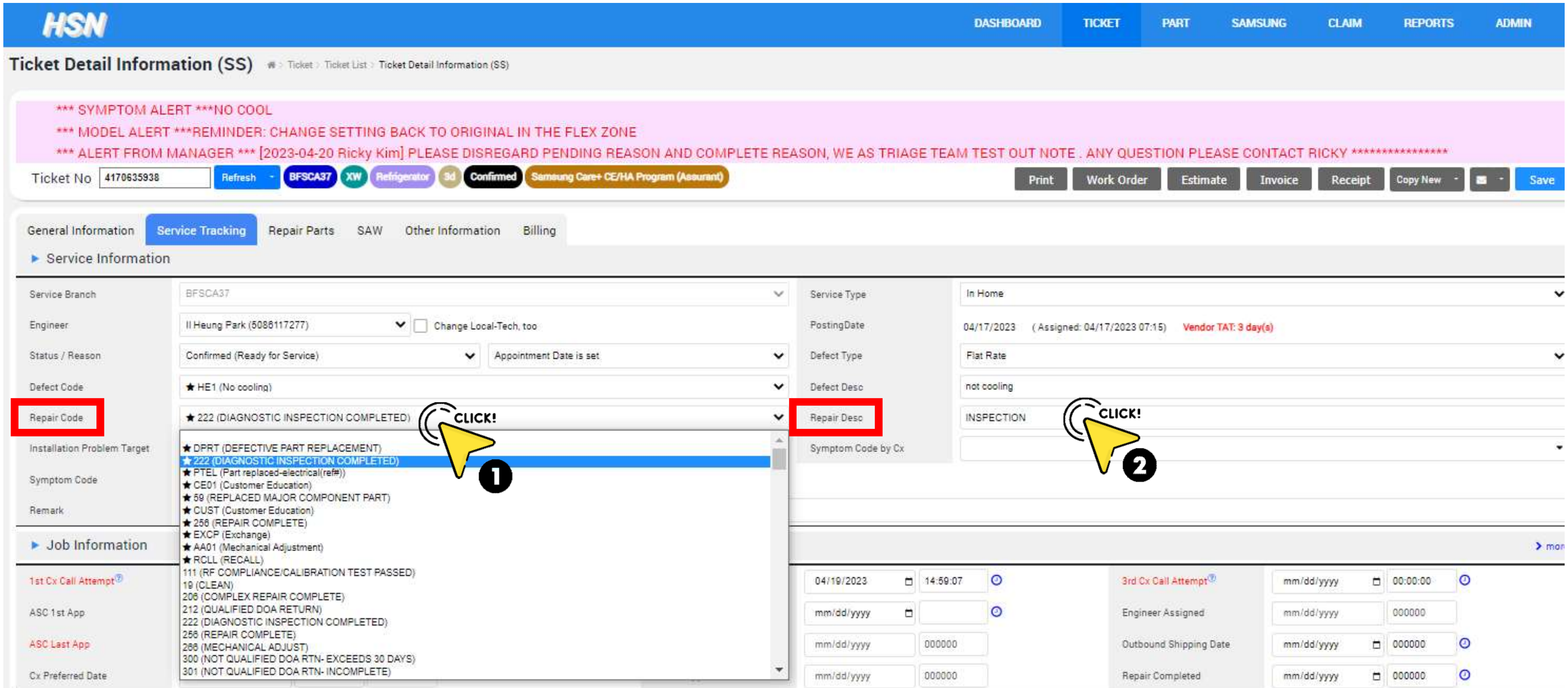
*Make sure proper pictures are uploaded!

1. Ticket Complete



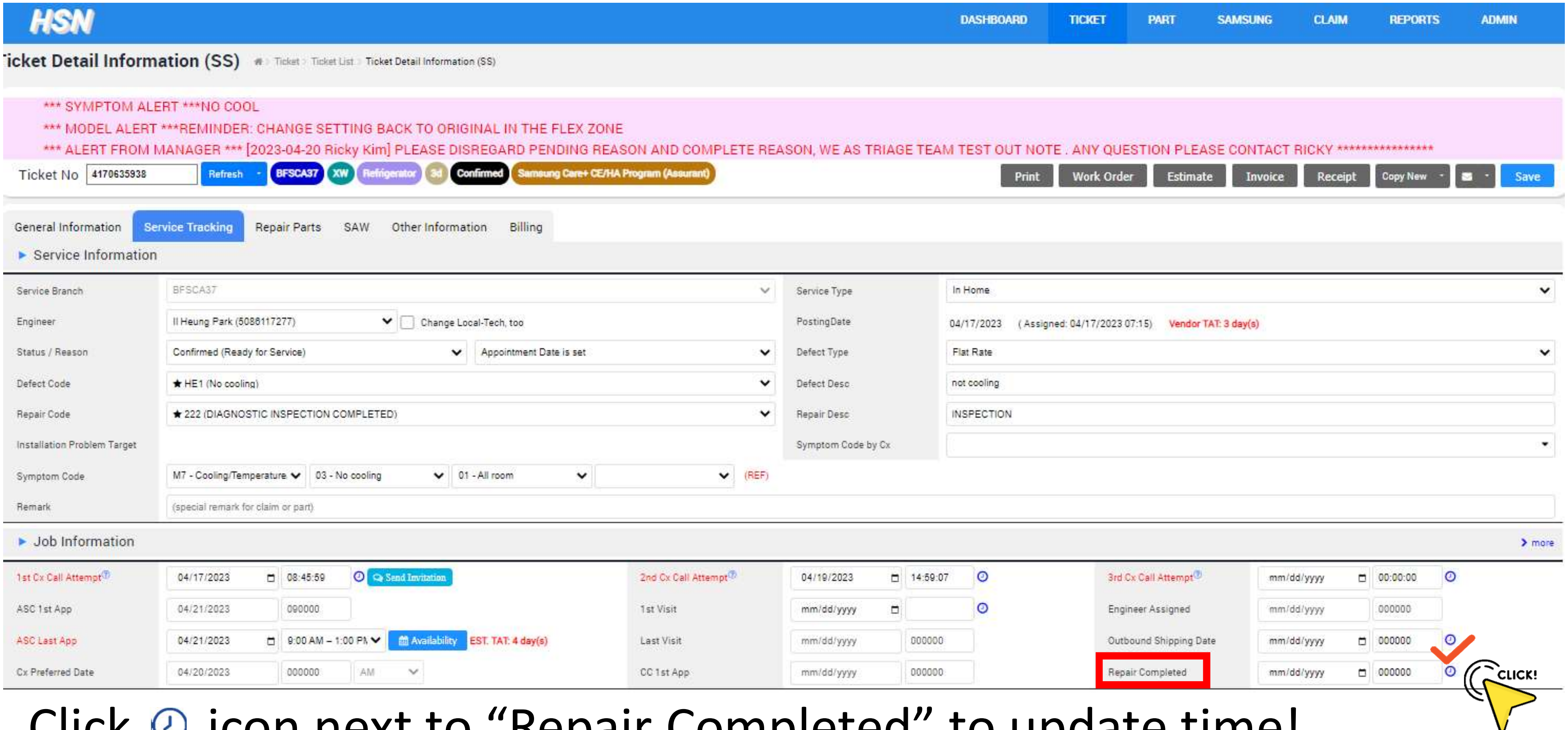
1. Input “<u>Defect</u> code” (☆ : most common reason used by technicians)
2. Input “<u>Defect</u> description”

1. Ticket Complete



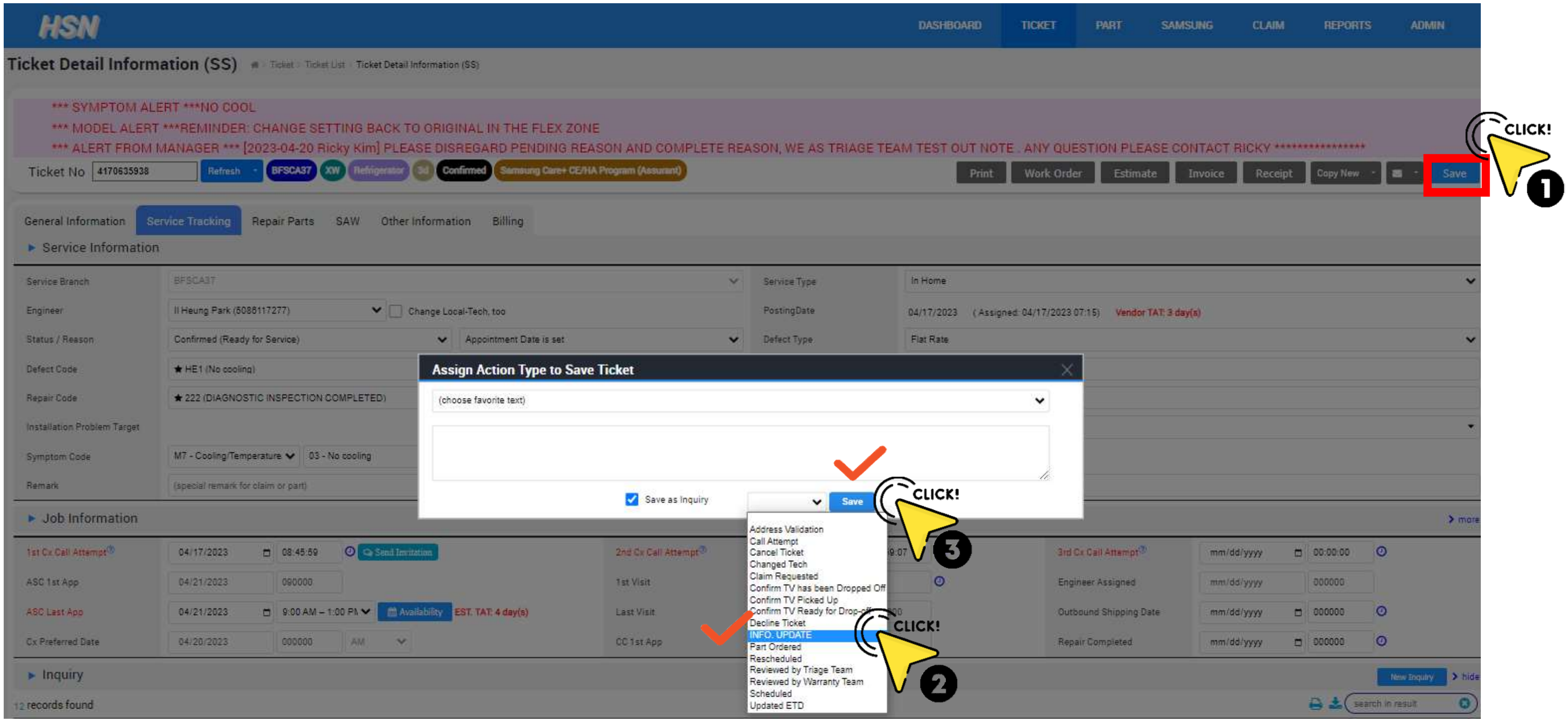
1. Input "Repair code" (☆ : most common reason used by technicians)
2. Input "Repair description"

1. Ticket Complete



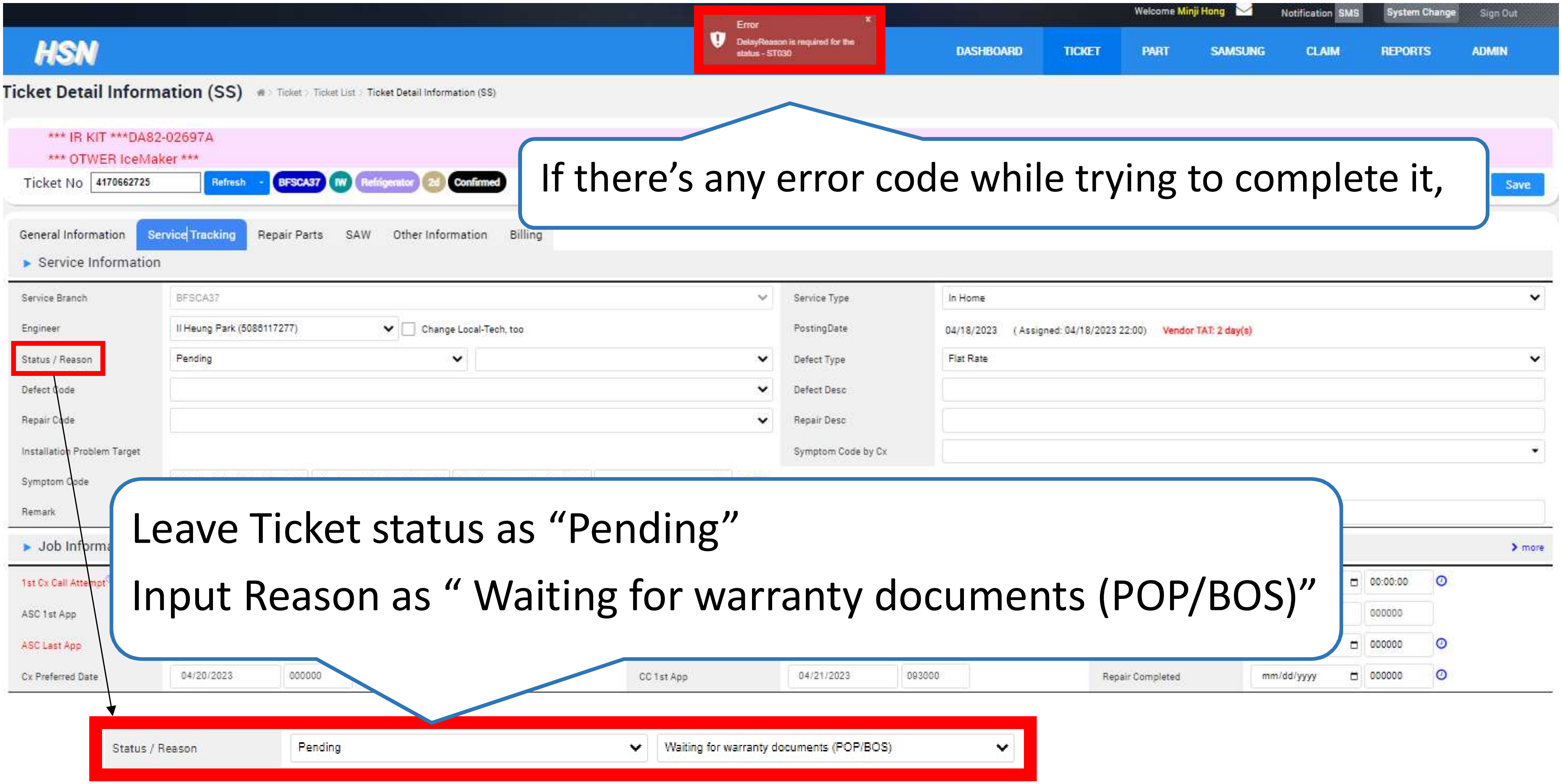
Click 🕘 icon next to “Repair Completed” to update time!

1. Ticket Complete



1. Click “Save” on the top right section
2. Set Inquiry as “Info update”
3. Click “Save” in the box!

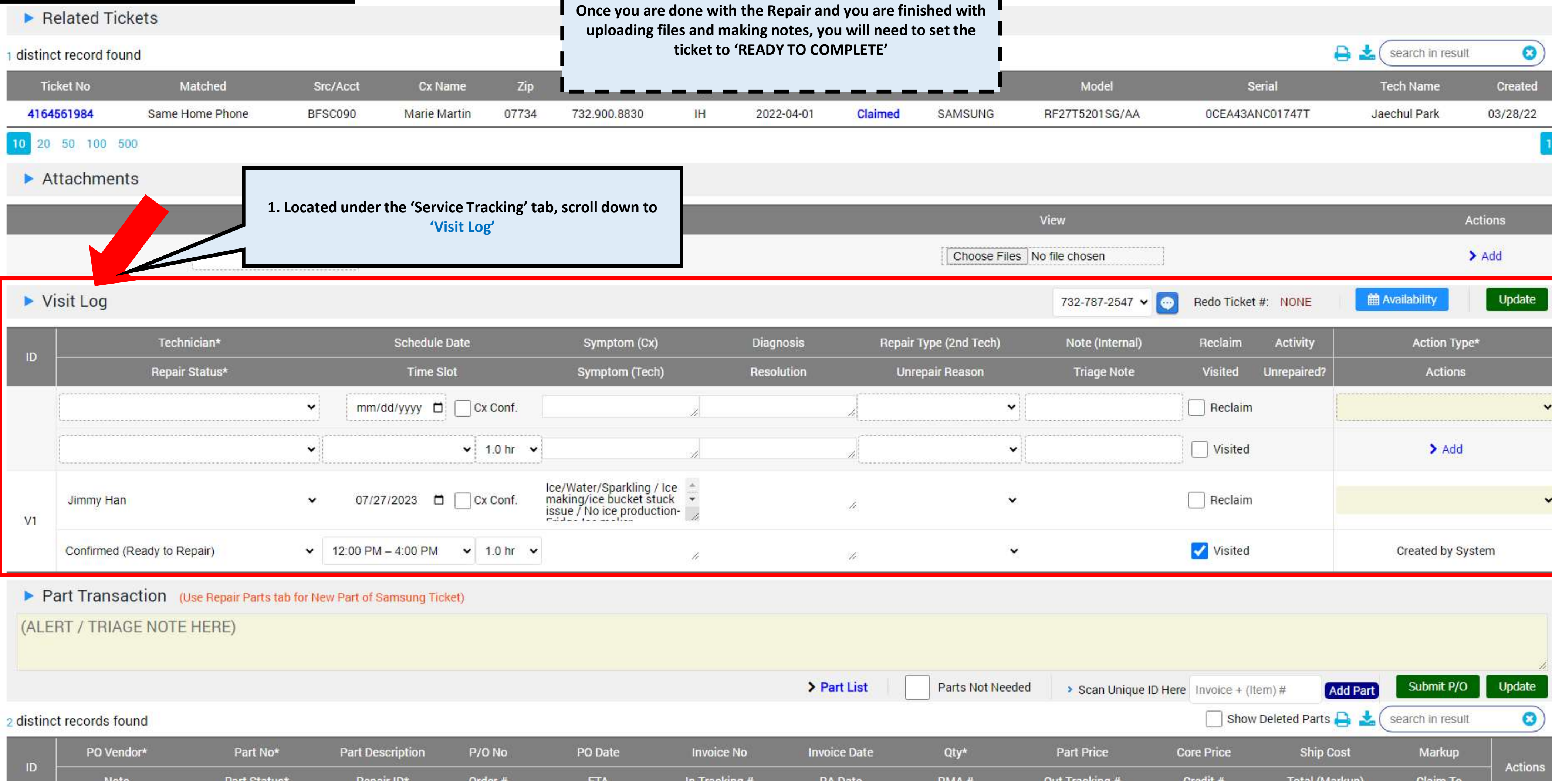
1. Ticket Complete



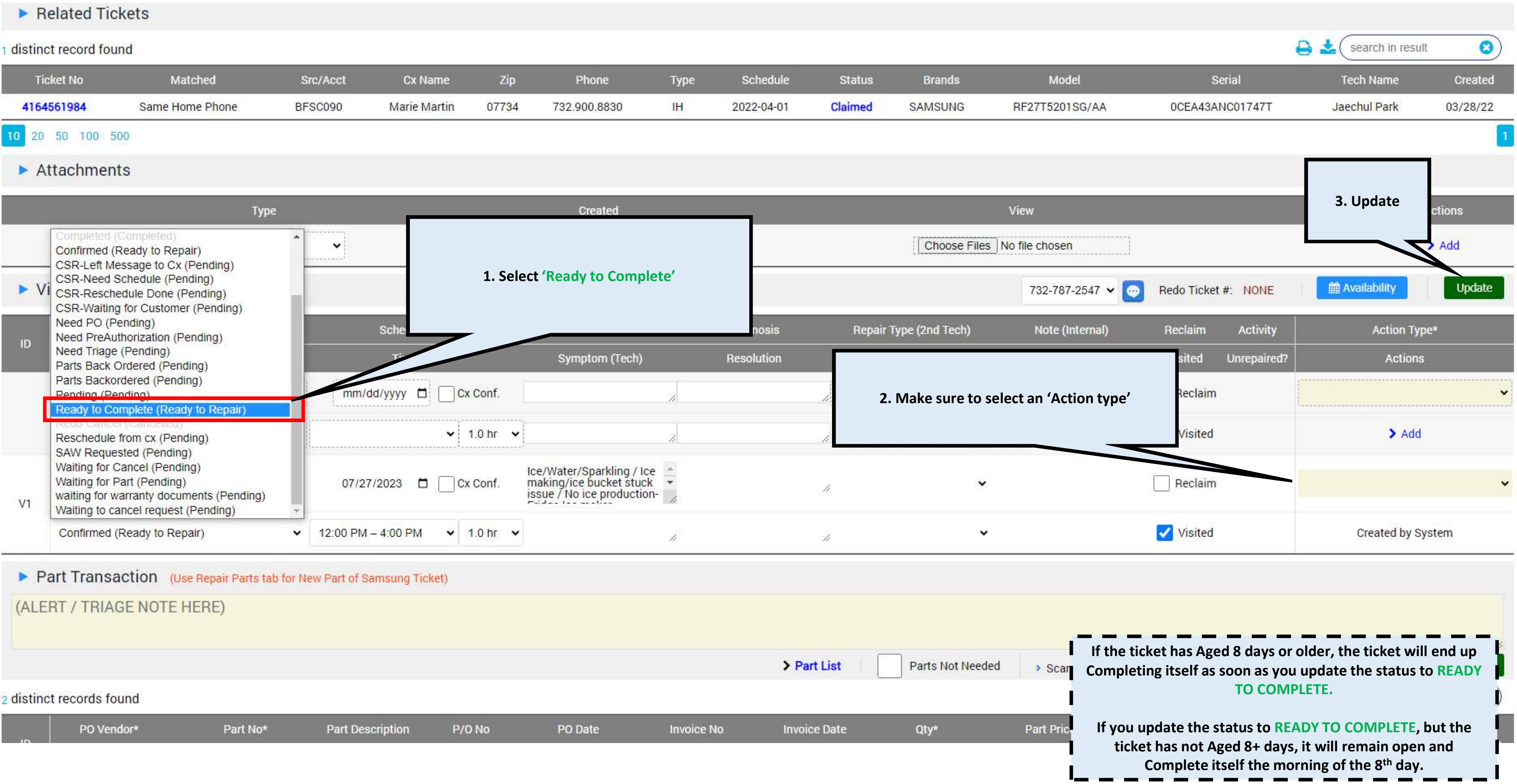
How to Complete (ER Desktop)

Once you are done with the Repair and you are finished with uploading files and making notes, you will need to set the ticket to 'READY TO COMPLETE'

1. Located under the 'Service Tracking' tab, scroll down to 'Visit Log'



How to Complete (ER Desktop)



1. Select 'Ready to Complete'

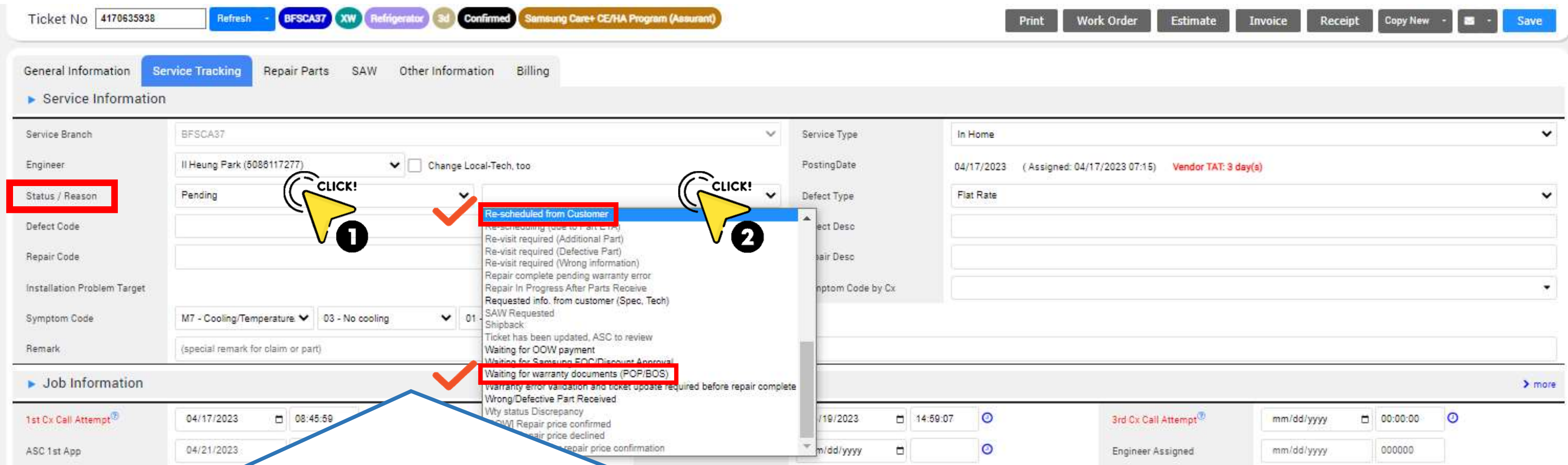
2. Make sure to select an 'Action type'

3. Update

If the ticket has Aged 8 days or older, the ticket will end up Completing itself as soon as you update the status to READY TO COMPLETE.

If you update the status to READY TO COMPLETE, but the ticket has not Aged 8+ days, it will remain open and Complete itself the morning of the 8th day.

2. Ticket Pending



1. Input Status as “Pending”
2. If tech has to go back to Cx, Input the reason as **“Re-scheduled from Customer”**
3. If tech can’t complete the ticket, Input the reason as

“ Waiting for warranty documents (POP/BOS)”

*** We only use 2 Pending reason ! ***