**Workflow of Contact Activities**

Contact

Group By

Add custom group

Branch

Filter

Add custom filter

Intercom Number

Contact Type

Apply

Favorites

Saved current search

Use by default

Rename the contact to Resident

Save

Select the Branch

Select the Resident

Scroll down to Expense history

Click on ticket

In Progress

Solved

Do nothing

Scroll down to Message log

Schedule Activities to close the ticket

* Activities like submit job order completion form for technician, if it was not provided
* Activity for a help desk that has not closed ticket
* Activity for facility manager that has not assign a technician.