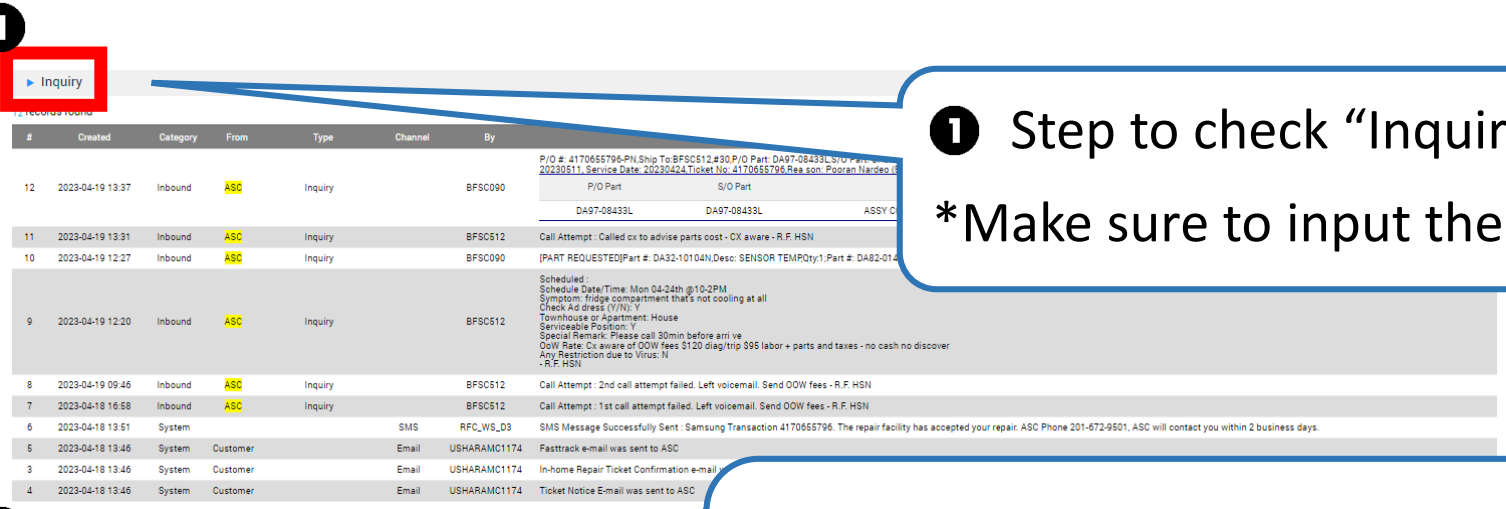
HOME SERVICE NETWORK

Early Repair
Ticket Complete / Pending Guide

Triage Team

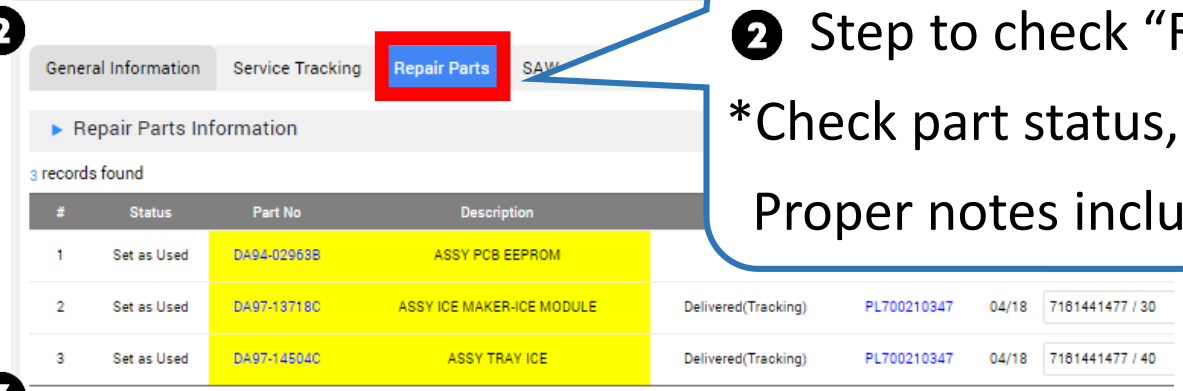
1. Ticket Complete

Please Check the information below before completing the ticket!



❶ Step to check “Inquiry” (Ticket > Service Tracking > Inquiry)

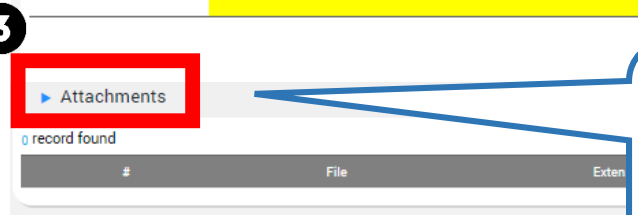
*Make sure to input the proper documentation on the inquiry!



❷ Step to check “Repair Parts” (Ticket > Repair Parts > Repair Parts Info)

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

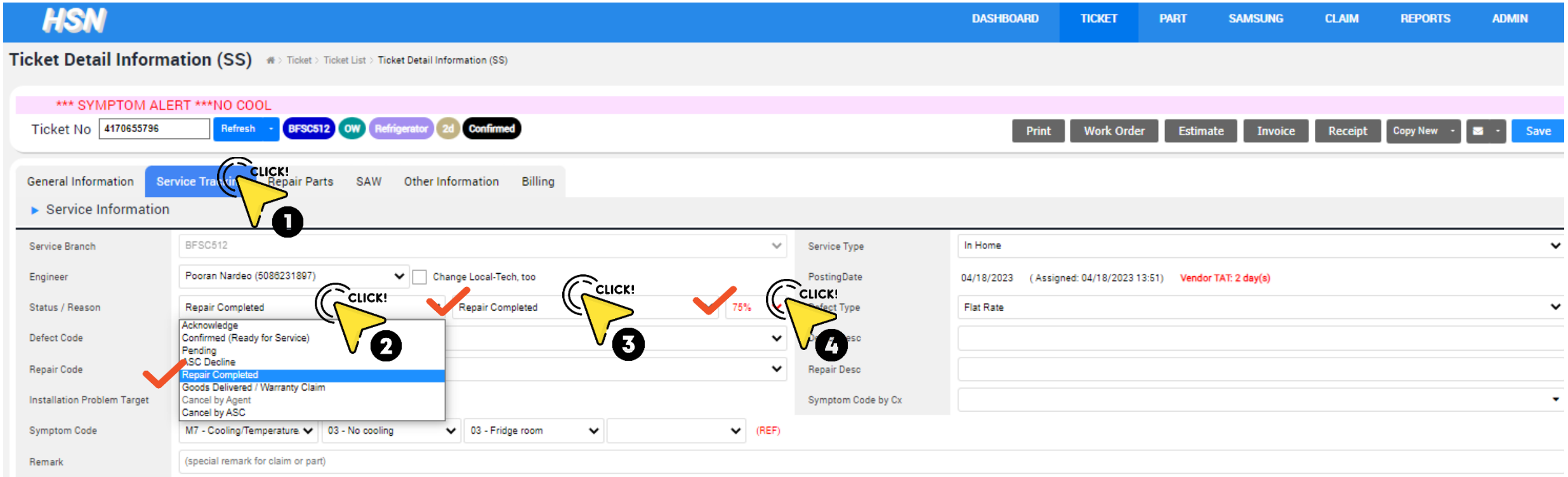
Proper notes including Part #, Invoice #, Unique ID needed



❸ Step to check “Attachments” (Ticket > Other Information > Attachments)

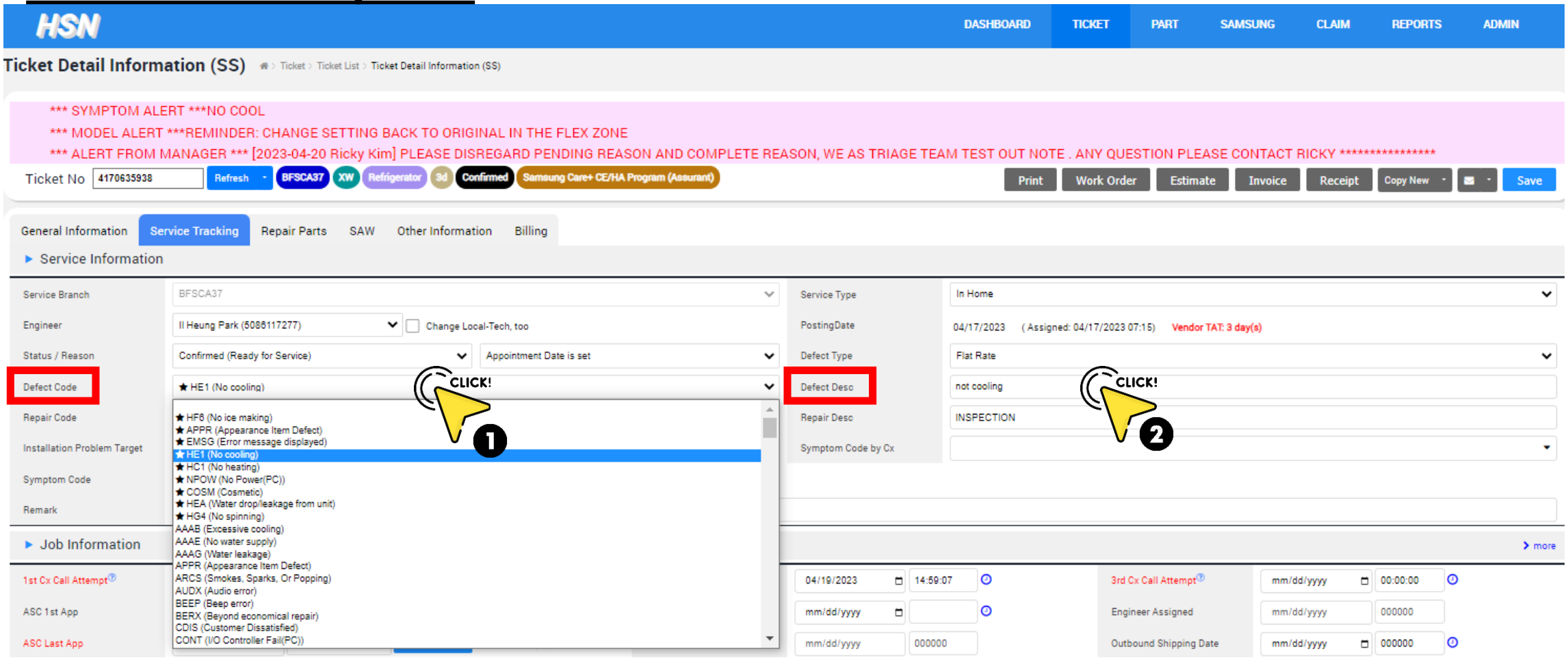
*Make sure proper pictures are uploaded!

1. Ticket Complete



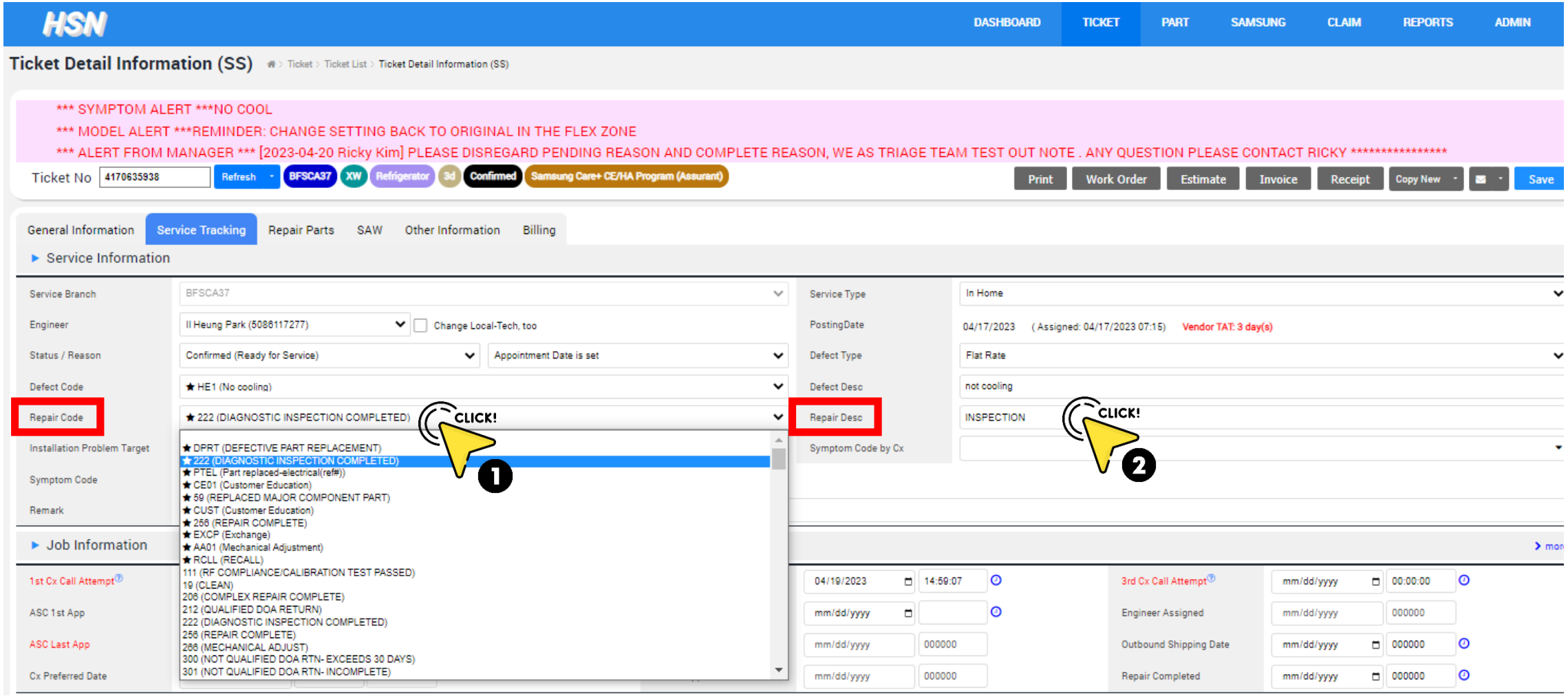
1. Click “Service Tracking”
2. Click Status and input “Repair Completed”
3. Click Reason and input “Repair Completed”
4. Click Certainty and input “75%”

1. Ticket Complete



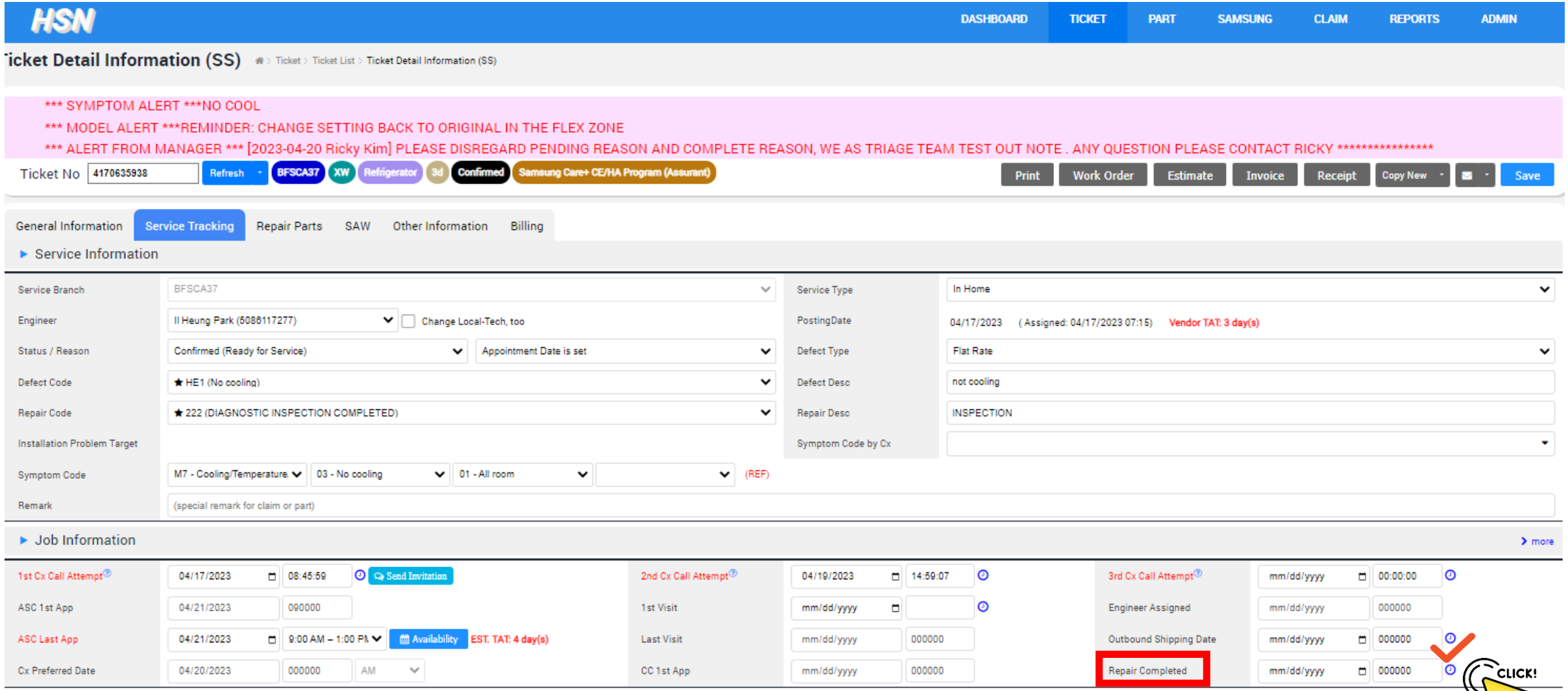
1. Input “Defect code” (⭐ : most common reason used by technicians)
2. Input “Defect description”

1. Ticket Complete



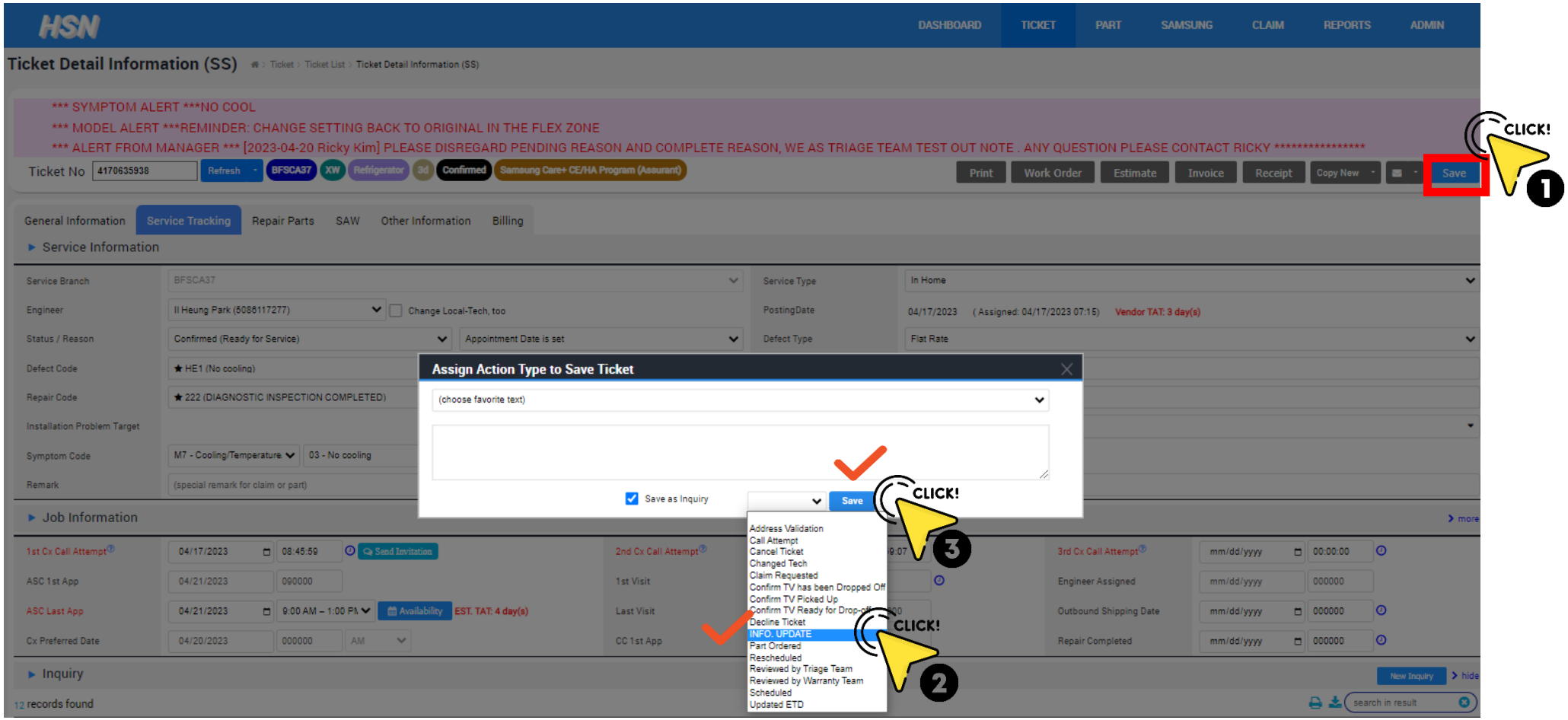
1. Input “Repair code” (★ : most common reason used by technicians)
2. Input “Repair description”

1. Ticket Complete



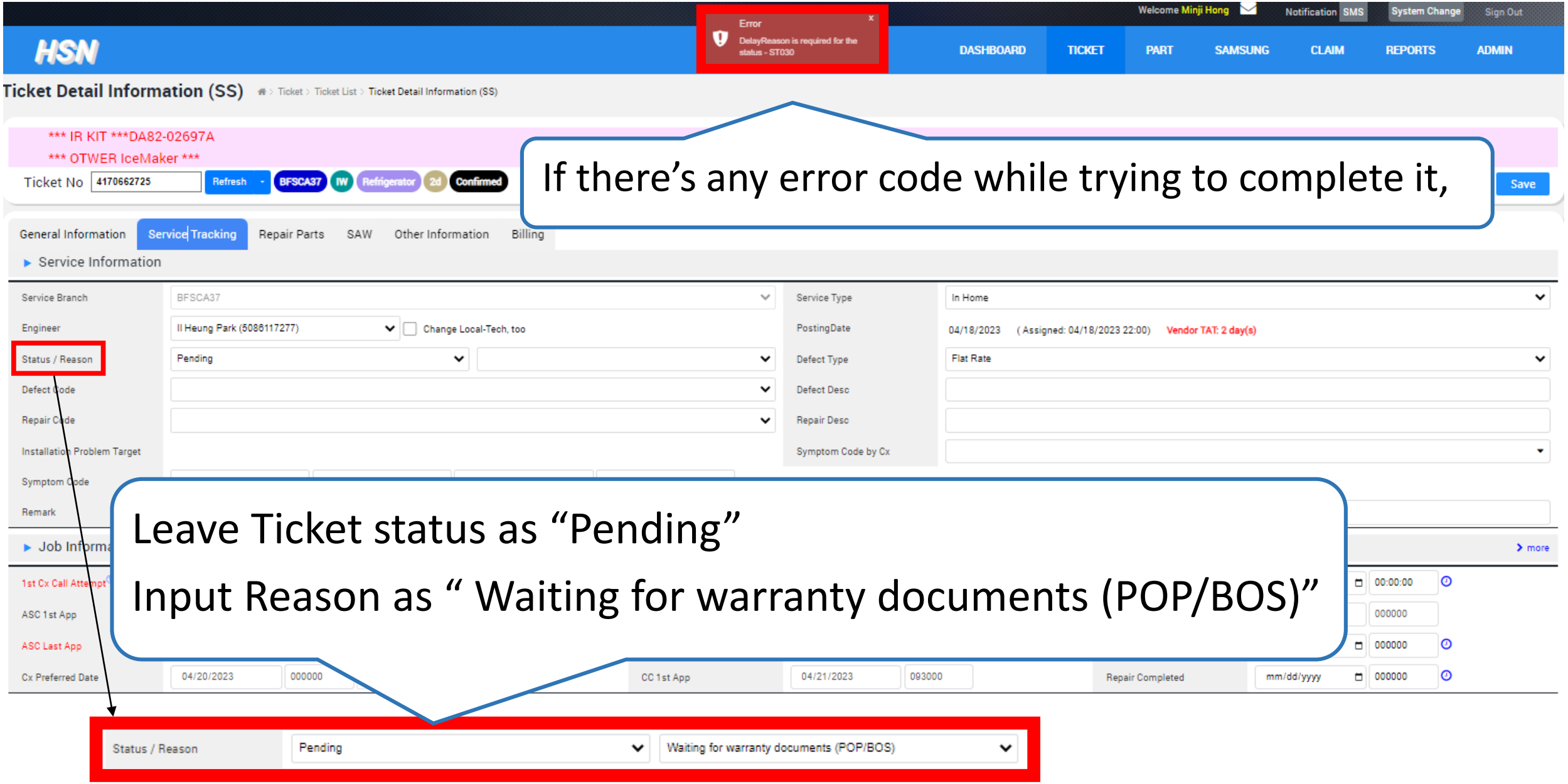
Click 🕘 icon next to “Repair Completed” to update time!

1. Ticket Complete

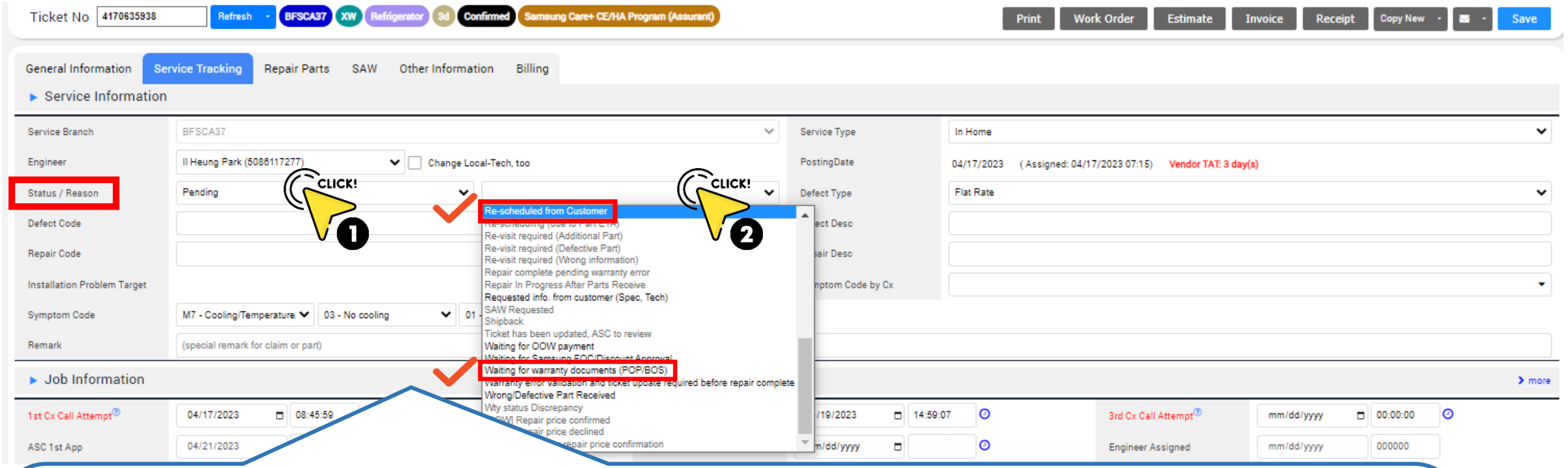


1. Click “Save” on the top right section
2. Set Inquiry as “Info update”
3. Click “Save” in the box!

1. Ticket Complete



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 ! ***