










-  Dashboard
-  Open
-  Solved
-  Closed
-  Pending
-  Unassigned
-  My tickets
-  Agents
-  Users

[Dashboard](#) / [New ticket](#)

Create a new ticket

Project Name	<div>Please Select</div>
Billing Type	<div>-None-</div>
Call Nature	<div>-None-</div>
Customer Call ID	<div>Enter Customer Call ID</div>
Customer Call Log date	<div>dd-mm-yyyy</div>
Account Name	<div>Enter Account Name</div>
Cantik Region	<div>-None-</div>
Contact Name	<div>Enter Contact Name</div>
User Contact Number	<div>User Contact Number</div>
Email	<div>Enter Email</div>
User Address	<div>User Address</div>
City	<div>Enter City</div>
District	<div>Enter District</div>
State	<div>-None-</div>
Pin Code	<div>Enter Pin Code</div>
Location Type as per WIPRO	<div>-None-</div>
Subject	<div>Enter Subject</div>
Asset Type	<div>-none-</div>
Asset Serial Number	<div>Enter Asset Serial Number</div>
Description	<div>Enter Description</div>
Status	<div>open</div>
Due date	<div>12-06-2018 07:30 PM</div>
Ticket Owner	<div>open</div>
Allocated To	<div>None</div>
Engineer Employee ID	<div>None</div>
Engineer Name	<div>None</div>
Engineer Contact No	<div>Enter Contact No</div>
Engineer Schedule Date Time	<div>12-06-2018 07:30 PM</div>

Call Closer Date and time	<div>12-06-2018 07:30 PM</div>
Call Earned Point	<div>1</div>
Call Pending Reason	<div>Enter Call Pending Reason</div>
Vendor Registration Status	<div>Completed</div>
Vendor Code	<div>Enter Vendor Codes</div>
On Call Vendor Name -1	<div>Enter On Call Vendor Name -1</div>
Account number	<div>Enter Account Number</div>
IFSC CODE	<div>Enter IFSC</div>
On Call Vendor Name -2	<div>Enter On Call Vendor Name -2</div>
On Call Vendor Name -3	<div>Enter On Call Vendor Name -3</div>
Vendor - 2 Contact No	<div>Enter Vendor - 2 Contact No</div>
Vendor - 1 Contact No	<div>Enter Vendor - 1 Contact No</div>
Vendor - 3 Contact No	<div>Enter Vendor - 3 Contact No</div>
On call Vendor -1 Cost	<div>Enter On call Vendor -1 Cost</div>
On call Vendor -2 Cost	<div>Enter On call Vendor -2 Cost</div>
On call Vendor -3 Cost	<div>Enter On call Vendor -3 Cost</div>
On-Call Vender -1 Payment Terms	<div>weekly</div>
On-Call Vender -2 Payment Terms	<div>weekly</div>
Send to Finance Date	<div>dd-mm-yyyy</div>
On-Call Vender -3 Payment Terms	<div>weekly</div>
On-Call Vender -1 Cost approval status	<div>weekly</div>

payment
pending
reason

Enter payment pending reason

On call
Vendor -2
Payment
Status

none

On call
Vendor -2
cost approval
status

none

On call
Vendor -3
cost approval
status

none

On Call
Vendor- 1
Schedule date
and time

12-06-2025 07:30 PM

On call
Vendor -1
Payment
status

Pending

Payment
Mode

NEFT

Spare or
repair
Requirement

None

repair/
required spare
name

Enter repair/ required spare name

Spare Billable
to Customer

None

Standby
Required

None

Details of
standby
Required

Enter Details of standby Required

Standby
Provided

None

Standby Item
Serial Number

Enter Standby Item Serial Number

Date of
standby
deployment

dd-mm-yyyy

Date of
standby
Pickup

dd-mm-yyyy

Spare
Required

Enter Spare Required

Spare Delivery
to

none

Spare Make
and Model No

Enter Spare Make and Model No

Spare Part No

Enter Spare Part No

Spare/ Repair
Vendor
Registration

Registered Vendor

Registration
Status

Spare Vendor
Name

Enter Spare Vendor Name

Spare
Purchase/Repair Price

Enter Spare Purchase/Repair Price

Applicable
GST

Enter Applicable GST

Spare
warranty

Enter Spare warranty

Spare Cost
Approval
Status

None

PO released
for Purchase

None

Spare Vendor
Location

Local

Spare ETA

dd-mm-yyyy

Mode of
Dispatch

By Hand

Courier
Vendor Name

Vendor

Courier
Booking Date

dd-mm-yyyy

Shipment
Mode

BY AIR

Courier cost

Enter Courier cost

Courier
Service
provider
name

DTDC ,Bluedart etc

AWB Number

Enter AWB Number

Spare Delivery
Date

dd-mm-yyyy

Spare
Received By

Engineer

Spare
Receiver
Name

Enter Spare Receiver Name

Additional Information

Priority

None

Channel

Phone

Attachment(s) Up to 40 MB

Choose File

No file chosen

Create

