

SAVTICKET: After-sales service tickets

Overview

Interventions can be managed individually when they are unrelated to each other.

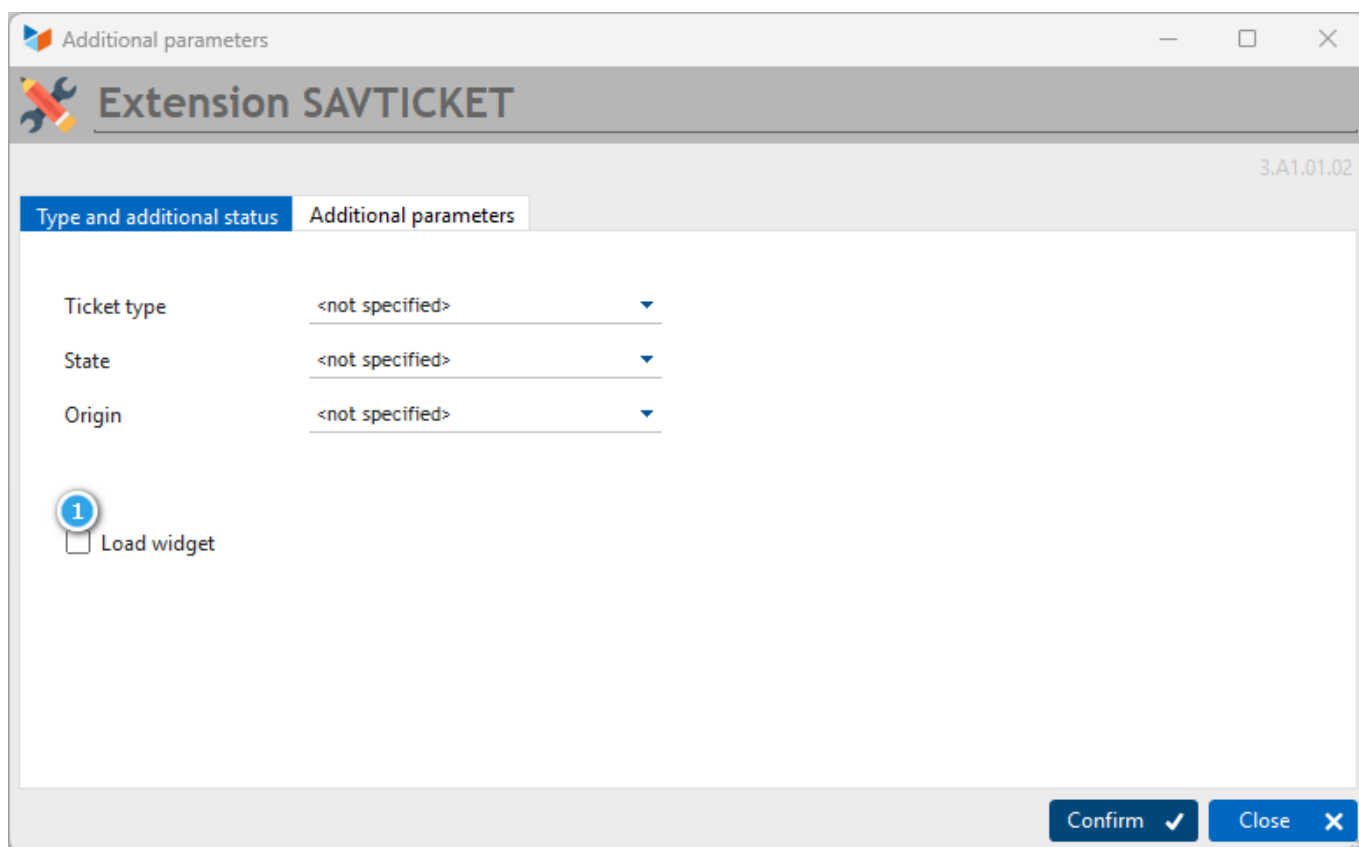
It is possible to link interventions to projects and tasks, which provides the data needed to analyse activity and therefore the profitability of a project.

However, it is also possible to manage interventions as a group when an operation requires several interventions to be carried out. This is often the case in after-sales services for complex equipment, which require more complex operations than a simple intervention.

This extension allows you to group interventions and manage them under a general ticket.

Configuration

Configuration is done via the Tools → Application Settings → Extension Settings menu.



The screenshot shows a window titled 'Additional parameters' for the 'Extension SAVTICKET'. The window has a version number '3.A1.01.02' in the top right corner. It features two tabs: 'Type and additional status' (selected) and 'Additional parameters'. Under the 'Type and additional status' tab, there are three dropdown menus: 'Ticket type' with the value '<not specified>', 'State' with the value '<not specified>', and 'Origin' with the value '<not specified>'. Below these, there is a switch labeled '1' and 'Load widget'. At the bottom right, there are two buttons: 'Confirm' with a checkmark icon and 'Close' with an 'X' icon.

This screen allows you to add items concerning the origin, additional status and type of a ticket in the **Ticket Settings** tab. Right-clicking on one of the combo boxes opens the configurable labels window if you have the necessary privileges. The 1 switch allows you to adjust the display of the widget.

Additional parameters

Extension SAVTICKET

3.A1.01.02

Type and additional status

Additional parameters

Text fields

Lib 1 Text

Lib 2

Lib 3

Lib 4

Lib 5

Digital zones

Lib 1 Digital

Lib 2

Lib 3

Lib 4

Lib 5

Booleans

Lib 1 Boolean

Lib 2

Lib 3

Lib 4

Lib 5

Zones date

Lib 1 Date

Lib 4

Lib 2

Lib 5

Lib 3

Combo zones

Lib 1 Combo

Lib 2

Lib 3

Lib 4

Lib 5

Confirm

Close

The **Additional fields** tab allows you to add additional fields for tickets. For combos, clicking on the 1 button opens the window with configurable labels corresponding to the combo in the settings menu.

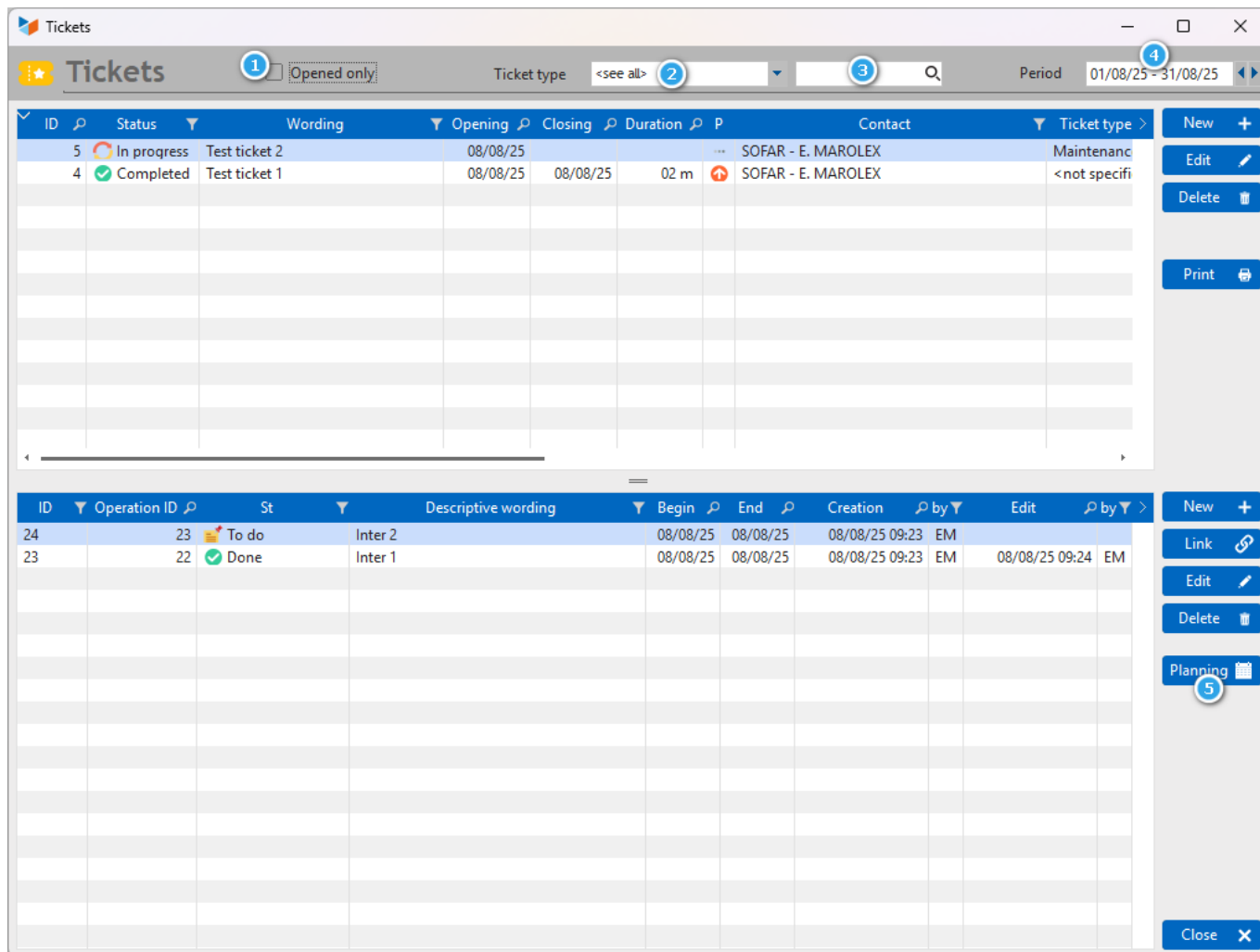
Use

Ticket list

Access: Activity → After-sales tickets

The ticket list screen allows you to enter new tickets, delete them, and modify them.

The upper part displays the tickets and the lower part displays the actions related to the ticket.



The screenshot displays the SAVTICKET interface with two main sections. The top section, titled 'Tickets', contains a table with columns: ID, Status, Wording, Opening, Closing, Duration, P, Contact, and Ticket type. It shows two rows: 'Test ticket 2' (In progress) and 'Test ticket 1' (Completed). The bottom section, titled 'Interventions', contains a table with columns: ID, Operation ID, St, Descriptive wording, Begin, End, Creation, by, Edit, and by. It shows two rows: 'Inter 2' (To do) and 'Inter 1' (Done). On the right side, there are buttons for 'New', 'Edit', 'Delete', 'Print', 'Link', and 'Planning'. A 'Close' button is at the bottom right. Numbered callouts 1 through 5 highlight specific UI elements: 1 (Opened only switch), 2 (Ticket type dropdown), 3 (Search field), 4 (Period date range), and 5 (Planning button).

The 1 switch allows you to display only unclosed tickets. The 2 combo box allows you to filter the list by ticket type. The 3 field allows you to search by name, company name, origin, label, or ticket number. The 4 field allows you to change the display period for the ticket list. The 5 button opens the Intervention Schedule screen.

Ticket form

The ticket form displays a ticket that may be linked to an intervention. A ticket can also be linked to a project, a machine, and/or a contract. The type, status, and origin of the ticket can be configured using the [configuration](#) screen.

“Interventions” tab

This tab displays the list of interventions linked to the ticket. It also allows you to link new interventions, modify them, and/or delete the link to the ticket.

[illegible]

“Details” tab

Ticket form

Ticket

5 08/08/25 09:22:54 EM

Label

Test ticket 2

Ticket type

Maintenance

Confirm

✓

Customer

SOFAR - E. MAROLEX

Priority

... Normal

Cancel

✕

Status

In progress

State

<not specified>

Billing

<N/A>

Interventions

Details

Notes

Other

Origin

<not specified>

Opening

08/08/25 09:22

Closing

☐ Under warranty

☐ On site

“Notes” tab

This tab allows you to add various content related to the ticket. The field can contain text, images, links, and even emojis. The content can be printed or exported in HTML and PDF formats.

Ticket form

Ticket

508/08/2509:22:54EM

Label

Test ticket 2

Ticket type

Maintenance

Confirm

✓

Customer

SOFAR - E. MAROLEX

Q

Priority

Normal

Cancel

✕

Status

In progress

State

<not specified>

Billing

<N/A>

Interventions

Details

Notes

Other

Print

Export to PDF

Save as...

Cut

Copy

Paste

Arial, Helvetica, sans-serif

16

A⁺

A⁻

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A_x

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A

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Style

Miscellaneous

Other

“Other” tab

This tab is displayed if there are additional fields defined in the [extension settings](#).

Ticket form

Ticket Creation in progress

Label

Customer

Status To do State

Ticket type

Priority

Billing

☒

☒

Interventions	Details	Notes	Other
Test		Test num	0,00
<dispo>		<dispo>	0,00
<dispo>		<dispo>	0,00
<dispo>		<dispo>	0,00
<dispo>		<dispo>	0,00
Combo test	<not specified> v	Test date	
<dispo>		<dispo>	
<dispo>		<dispo>	
<dispo>		<dispo>	
<dispo>		<dispo>	

Closed ticket

To close the ticket, simply add a closing date to the ticket form and set the status to Completed, Rejected, or Cancelled. A confirmation message will appear when the ticket is validated. Closing the ticket is also offered when the last ticket intervention is changed to Completed status.

 A ticket with closed status cannot be modified.

The closed status of the ticket is indicated by the padlock on the form.

Ticket form

Ticket

Label: Test ticket 1

Customer: SOFAR - E. MAROLEX

Status: Completed

Ticket type: <not specified>

Priority: High

Billing: <N/A>

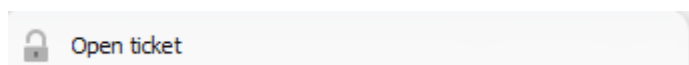
Confirm ✓

Cancel ✕

Interventions Details Notes Other

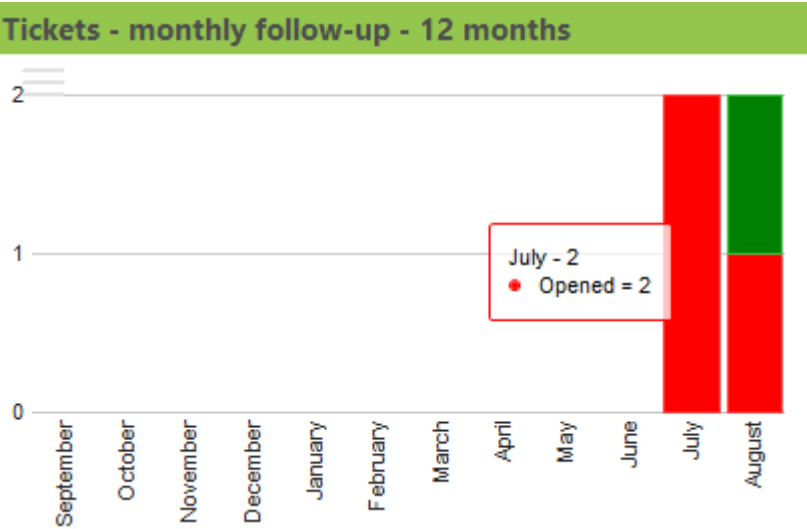
ID	Operation ID	St	Descriptive wording	Begin	End	Creation	by
----	--------------	----	---------------------	-------	-----	----------	----

To modify the ticket again, go to the **Open ticket** menu (right-click on the ticket). The ticket will then revert to “Open” status.



Widget

The Widget displays open tickets (shown in red) and closed tickets (shown in green) by month.



The Widget display can be modified via the [settings](#) screen.

Versions

Version	Date	Description
3.A1.01.02	08/08/25	Migration to A1 format
3.15.46.05	06/23/25	Correction of configurable fields
3.15.46.04	12/12/24	Correction of the link with interventions
3.15.45.02	07/11/24	Correction of the Widget and addition of the possibility to open the ticket table from the widget
3.15.45.01	07/04/24	Correction of ticket deletion
3.15.44.03	05/28/24	Added the widget and the Schedule button
3.15.44.00	04/22/24	First production version
3.15.40.00	02/29/24	First beta version

 Other “Extensions” articles

[How to install an extension](#)

- [AMAZON: Amazon Interface](#)
- [CAISSETACT Touchscreen till \(configuration\)](#)
- [CERFA : Generating CERFAs](#)
- [COMMISSIONSCO: Sales commissions](#)
- [CYBERBANQUE: Integration of banking files](#)
- [DRM: Monthly Summary Declaration](#)
- [EBAY: eBay Interface](#)
- [ETIQUEXPED: Shipping labels](#)
- [INTEROR: repair orders \(RO\)](#)
- [OBJVENTE: Sales targets](#)
- [PREPBON: Picking slips](#)
- [PRESTIMPORT: Prestashop Interface](#)
- [RELAUTO: Automatic mass invoice reminders](#)
- [SAVTICKET: After-sales service tickets](#)
- [SCAN: Scanning a barcode](#)

SUIVCOM: Order Tracking

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