

SAVTICKET: After-sales service tickets*

 **Fix Me!** EXTENSION CURRENTLY BEING MIGRATED.

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.



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.



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Permanent link:

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