

SAVTICKET: After-sales service tickets*

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

Overview

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

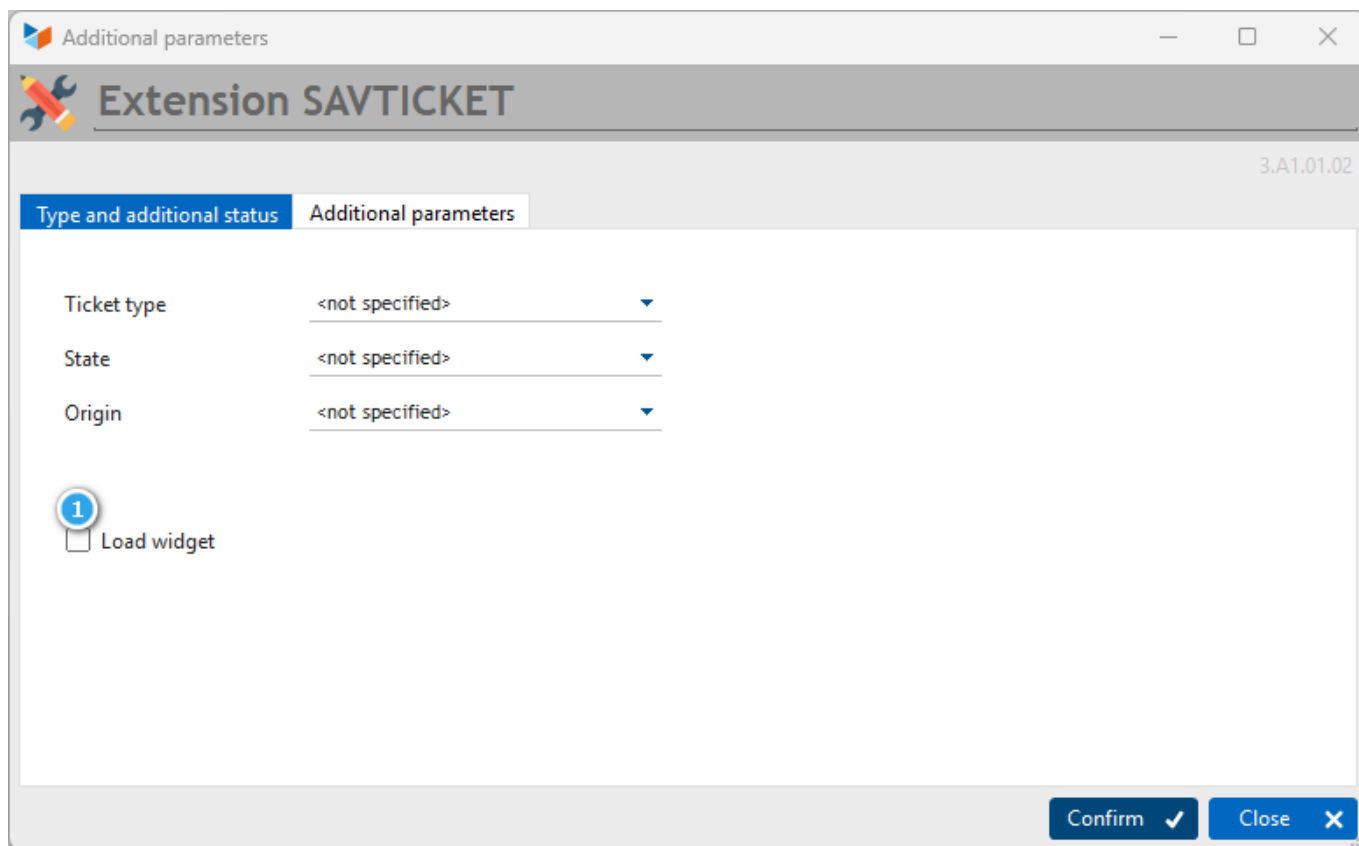
It is possible to link interventions to projects and tasks, which provides the data needed to analyse activity and therefore the profitability of a project.

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.



The screenshot shows a configuration 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 menus is a section labeled "1 Load widget" with a small icon. At the bottom right of the window, 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 2

Lib 3

Lib 4

Lib 5

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.

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