

SAVTICKET: After-sales service tickets*

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

Overview

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

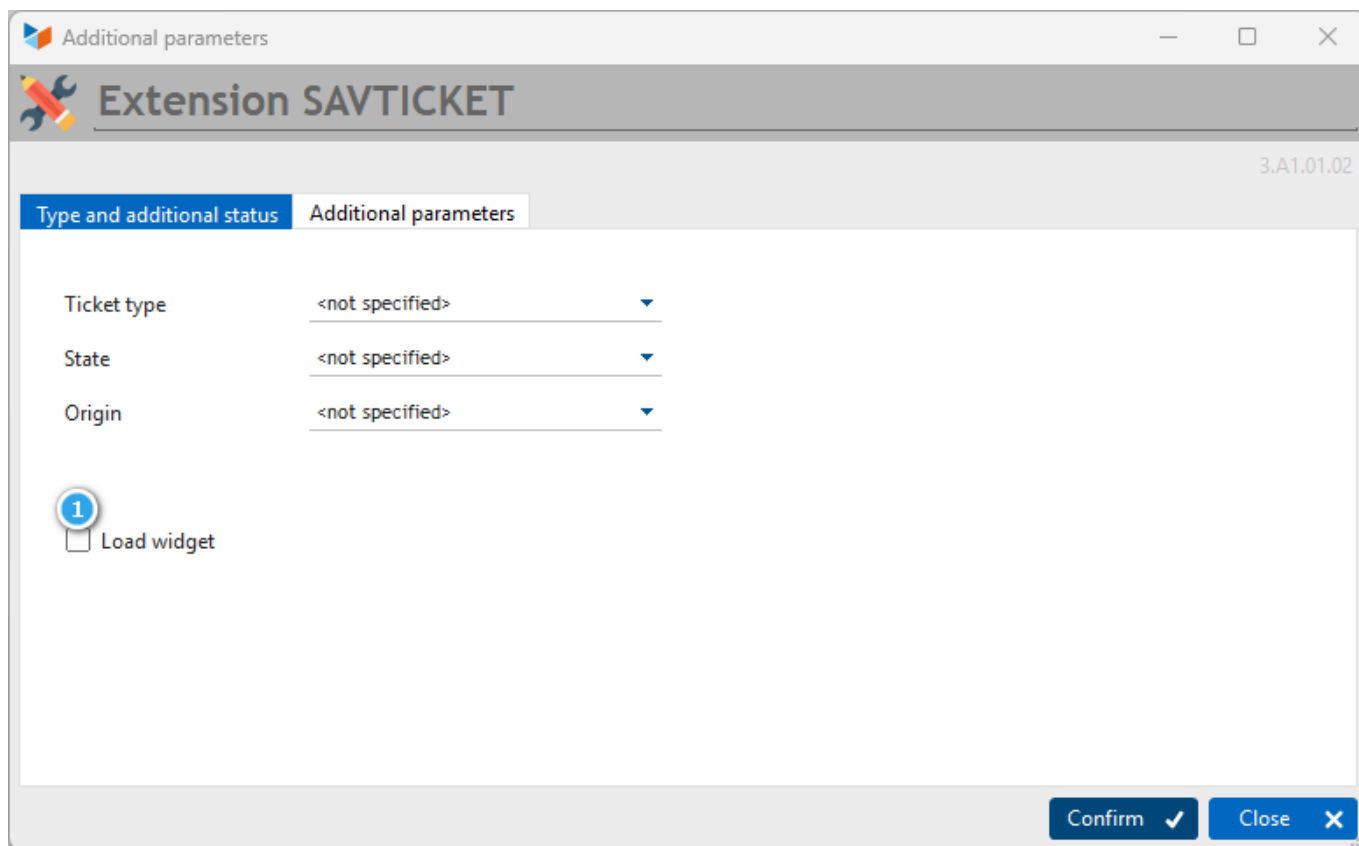
It is possible to link interventions to projects and tasks, which provides the data needed to analyse activity and therefore the profitability of a project.

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, there is a "Load widget" button with a "1" in a blue circle next to it. At the bottom right, there are "Confirm" and "Close" buttons.

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 1Text

Lib 2

Lib 3

Lib 4

Lib 5

Zones date

Lib 1Date

Lib 2

Lib 3

Lib 4

Lib 5

Digital zones

Lib 1Digital

Lib 2

Lib 3

Lib 4

Lib 5

Combo zones

Lib 1Combo

Lib 2

Lib 3

Lib 4

Lib 5

Booleans

Lib 1Boolean

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 → Service 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 shows the SAVTICKET interface. At the top, there's a header bar with the 'Tickets' title and a search bar. Below the header, there's a table of tickets. The table has columns for ID, Status, Wording, Opening, Closing, Duration, P, Contact, and Ticket type. Two tickets are visible: 'Test ticket 2' (In progress) and 'Test ticket 1' (Completed). To the right of the table, there are buttons for 'New', 'Edit', 'Delete', and 'Print'. Below the table, there's a section for 'Interventions' with a table of operations. The operations table has columns for ID, Operation ID, St, Descriptive wording, Begin, End, Creation, by, Edit, and by. Two operations are visible: 'Inter 2' (To do) and 'Inter 1' (Done). To the right of the operations table, there are buttons for 'New', 'Link', 'Edit', 'Delete', and 'Planning'. The 'Planning' button is highlighted with a blue circle and the number 5.

ID	Status	Wording	Opening	Closing	Duration	P	Contact	Ticket type
5	In progress	Test ticket 2	08/08/25				SOFAR - E. MAROLEX	Maintenanc
4	Completed	Test ticket 1	08/08/25	08/08/25	02 m		SOFAR - E. MAROLEX	<not specifi

ID	Operation ID	St	Descriptive wording	Begin	End	Creation	by	Edit	by
24	23	To do	Inter 2	08/08/25	08/08/25	08/08/25 09:23	EM		
23	22	Done	Inter 1	08/08/25	08/08/25	08/08/25 09:23	EM	08/08/25 09:24	EM

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.



“Details” tab



“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.



“Add-ons” tab

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



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.



To modify the ticket again, go to the **Reopen a 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

Version	Date	Description
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**

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[AMAZON: Amazon Interface](#)

[CAISSETACT Touchscreen till \(configuration\)](#)

[CERFA : Generating CERFAs](#)

[COMMISSIONSCO: Sales commissions](#)

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[EBAY: eBay Interface](#)

[ETIQUEXPED: Shipping labels](#)

[INTEROR: repair orders \(RO\)](#)

[OBJVENTE: Sales targets](#)

[PREPBON: Picking slips](#)

[PRESTIMPORT: Prestashop Interface](#)

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