

SAVTICKET: After-sales service tickets

Overview

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

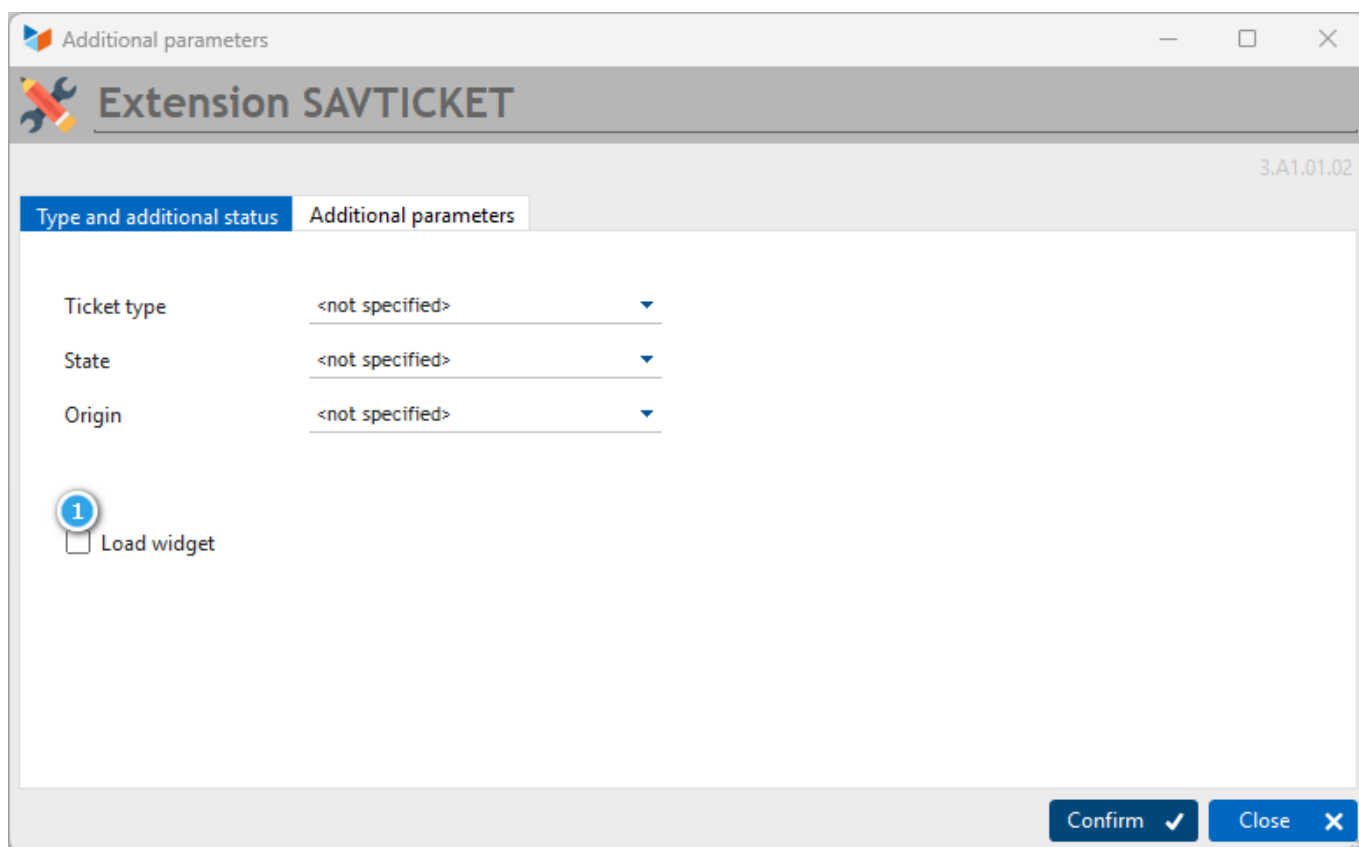
It is possible to link interventions to projects and tasks, which provides the data needed to analyse activity and therefore the profitability of a project.

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 menus is a section with a blue circle containing the number '1' and a checkbox labeled 'Load widget'. 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 1Text

Lib 2

Lib 3

Lib 4

Lib 5

Digital zones

Lib 1Digital

Lib 2

Lib 3

Lib 4

Lib 5

Booleans

Lib 1Boolean

Lib 2

Lib 3

Lib 4

Lib 5

Zones date

Lib 1Date

Lib 2

Lib 3

Lib 4

Lib 5

Combo zones

Lib 1Combo

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.

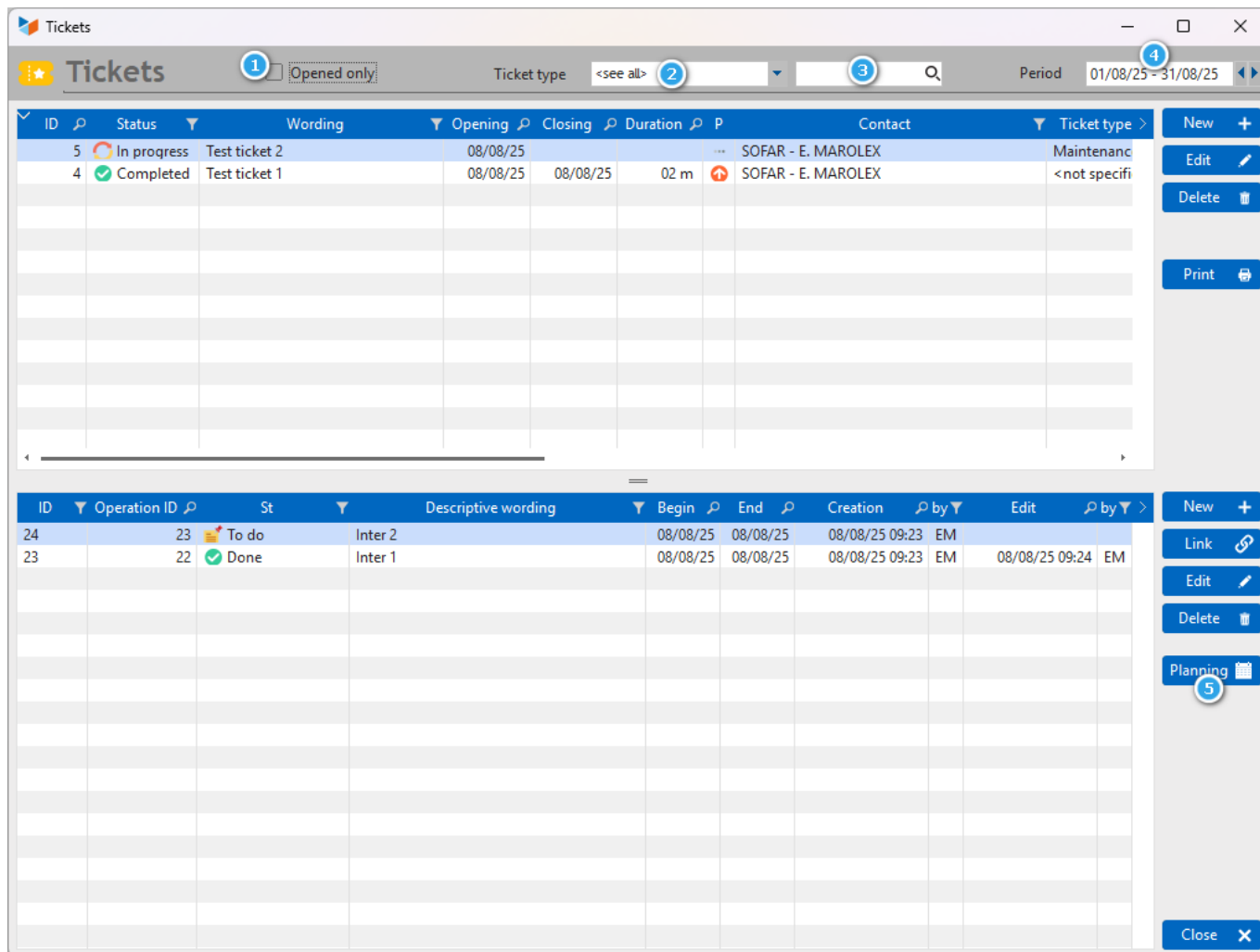
Use

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). The interface includes a top navigation bar with a 'Tickets' tab, a search bar, and a period selector. 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.

“Details” tab

Ticket form

5

08/08/25 09:22:54

EM

★

Ticket

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

☐

Under warranty

☐

On site

Closing

⚡

“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

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

Print

Export to PDF

Save as...

Export

Cut

Copy

Paste

Clipboard

Arial, Helvetica, sans-serif

16

B

I

U

A_x

A^x

A

ab

Font

Paragraph

Style

Miscellaneous

“Other” tab

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

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Ticket form

Ticket Creation in progress

Label

Customer

Status To do State

Ticket type Priority Billing

Confirm **Cancel**

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>	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.



 Open ticket

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



Versions

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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**

[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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