TICKETS - TICKET LIST

What is the Ticket List?

The Ticket List offers a detailed view of all tickets raised within an organisation.

Restricted Access

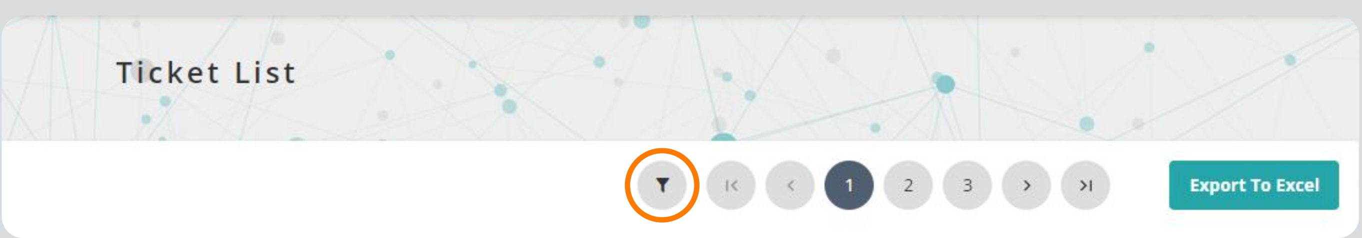
This area does not require a license for access.

Users can view reference data, while **Super Users**, **Owners**, and **Internal Users** can maintain and update it.

Navigating the Ticket List

Use filters to narrow down the list by ticket type, status, date range, or other criteria. This helps in focusing on specific tickets or issues.

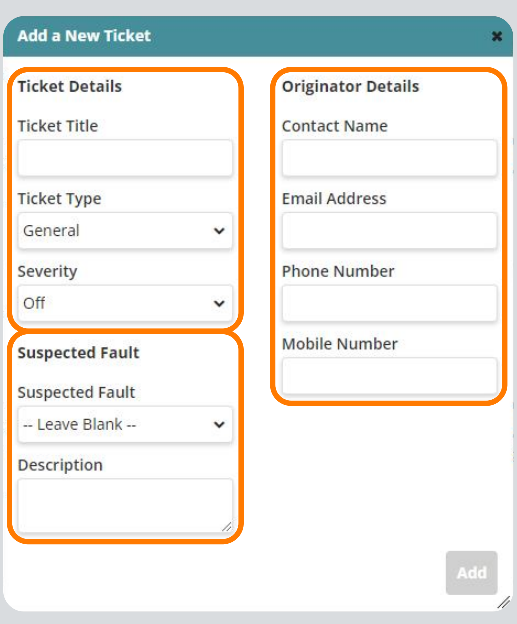
Sort the list by different columns, such as date raised, ticket type, or status, to organise the tickets according to your needs.



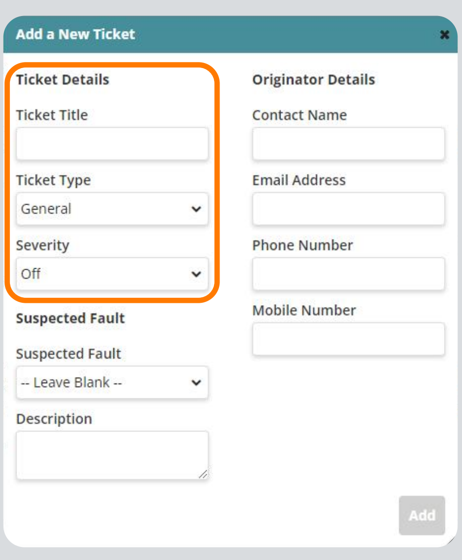
The Ticket List Overview displays:
- **Priority:** Indicates the severity of the ticket.
- **Site/Machine Reference:** Identifies the specific site or machine related to the ticket.
- **Ticket Reference:** The unique reference of the ticket
- **Ticket Type:** Displays the category of the ticket (e.g., General, Telemetry Offline).
- **Latest Comment:** The latest comment that has been added to the ticket
- **Assigned To Visit:** Shows the visit that the ticket has been associated with
- **Status:** Indicates whether the ticket is resolved or unresolved.
- **Date Raised:** Shows when the ticket was initially created.
- **SLA Date:** Shows when the tickets' SLA will be breached.
- **Duration Open:** Provides information on how long the ticket has been open.

Creating a New Ticket

To create a new ticket in the system, follow these steps:
1. **Initiate Ticket Creation:**
   - Select "**Create Ticket**" from the relevant menu.
2. **Search for the Machine:**
   - A search box will appear. Use this box to search for and select the machine you wish to create a ticket for.
   - Click "**Next**" once you have selected the machine.
3. **Enter Ticket Details:**
   - You will be prompted to enter the ticket details. This screen is divided into three sections:
     - **Ticket Details**
     - **Suspected Fault**
     - **Originator Details**



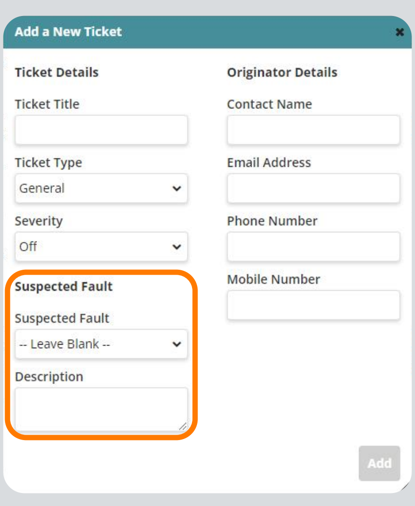
In the Ticket Details section, you need to complete the following fields:
1. **Ticket Title:**
   - Enter a descriptive title for the ticket that clearly identifies the fault or issue reported. This field is mandatory.
2. **Ticket Type:**
   - Select a category for the fault from the available options. The options presented will depend on the settings configured in the Manage Account section of your user account.
   - You can view and modify these settings by navigating to:
     - **Manage Account → Ticket Dashboard Settings → 'Enable ticket creation for the following types'**
3. **Severity:**
   - Set the severity level of the ticket to reflect the urgency of the issue. The default severity is set to 'Off', but you can choose from the following five options:
     - **Critical:** Requires immediate attention and resolution.
     - **High Priority:** Important and should be addressed quickly.
     - **Medium Priority:** Moderate urgency, to be addressed in a timely manner.
     - **Low Priority:** Can be resolved at a lower urgency level.
   - The severity options are linked to Service Level Agreements (SLAs) that define the response and resolution times. These SLAs are set up in the Manage Account section and can be reviewed or adjusted by navigating to:
     - **Manage Account → Ticket Dashboard Settings → 'Enable ticket creation for the following types'**



In the **Suspected Fault** section, you need to complete the following fields:

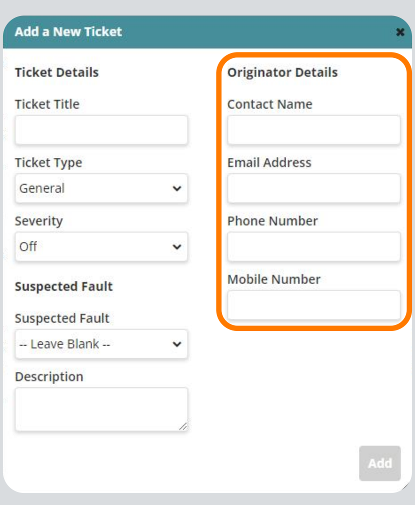
1. **Suspected Fault:**
   - Select a fault from the list of predefined fault codes that have been set up in the system. Fault codes are managed through **Administration → Operations → Fault Codes**
   - If the specific fault code that matches the reported issue is not available, you can leave this field blank.
2. **Description:**
   - Provide a detailed description of the fault or issue. This should include any relevant information that can assist the engineer or operator in understanding and resolving the problem. The description helps ensure that all necessary details are captured and communicated effectively.

Accurately filling out these fields helps in categorizing the fault correctly and provides valuable context for those who will address the issue.



In the **Originator Details** section:
- **Name:** Enter the name of the person who reported the issue. This is useful if you need to follow up for more information.
- **Contact Information:** Include contact details such as phone number or email address. This ensures you have a way to reach out if needed for additional information or clarification regarding the issue.

While these fields are not mandatory, providing them can facilitate better communication and resolution of the ticket by ensuring that you have a direct point of contact if any follow-up is required.



Once you have filled in all the necessary details in the ticket creation prompt:

1. **Review:** Ensure all the information entered is accurate and complete.
2. **Select 'Add':** Click this button to create and submit the new ticket.

This will add the ticket to the system, where it will be visible in the Ticket Dashboard and Ticket List for further management and resolution.

Training Note

Visits with a **Service Fill Ticket Type** will carry over to the assigned operator's schedule and will **not** move to the Action Required list. These visits will remain on the operator's route, updating to the current day until they are either completed or reassigned.