MACHINE INFORMATION - TICKETS

Restricted Access

This area does not require a license for access.

Users, **Super Users**, **Owners**, and **Internal Users** can maintain and update it.

Navigating the Ticket List

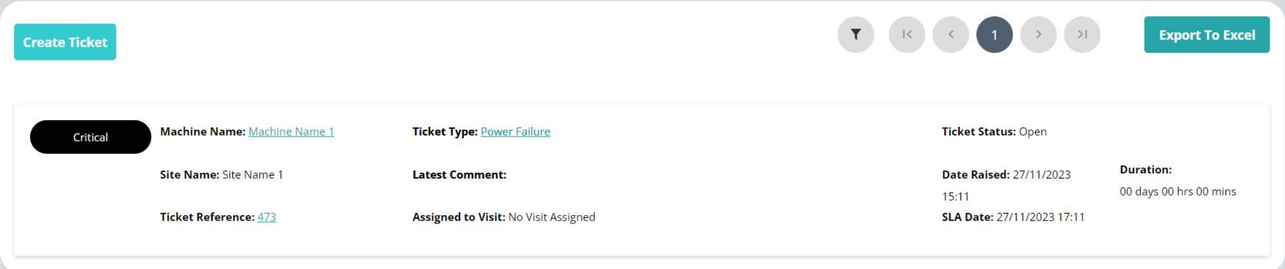
On the Ticket List tab, you can use the filter icon to customise the view of tickets based on specific criteria. Here's how you can use the filter options:

1. **Select the Filter Icon:** This will open the filter settings panel where you can choose different criteria for filtering the ticket list.
2. **Amend Filters:** You can adjust the filters based on various attributes such as:
   - **Site Name:** Filter tickets by the site where they were raised.
   - **Group:** View tickets associated with specific groups.
   - **Ticket Status:** Filter by the current status of the tickets
   - **Priority:** Select tickets based on their urgency level.
   - **Ticket Type:** Filter by the type of ticket
3. **Apply Filter:** Once you've set your desired filters, select '**Apply Filter**' to update the ticket list based on your criteria.

This allows you to quickly find and manage tickets relevant to your needs or current focus

The Ticket Summary is displayed as a card on the Ticket List screen, providing an overview of each ticket. Here's what you can view on the Ticket Summary card:

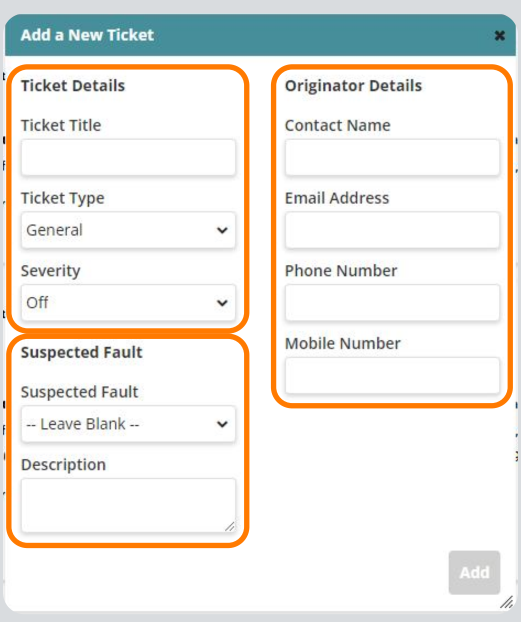
- **Machine and Site Information:** Details about the machine and its location are shown.
- **Priority:** The priority level assigned to the ticket is displayed.
- **Machine Name:** Clickable link that takes you to the Machine Information page.
- **Latest Comment:** Shows the most recent comment related to the ticket, which could be an automated message about SLA breaches or a comment from an engineer or back-office user.
- **Visit Reference:** If the ticket is linked to a visit, the associated Visit Reference is displayed as a hyperlink, allowing you to view the visit sheet.
- **Ticket Reference:** A unique number for the ticket that serves as a hyperlink. Clicking it will take you to the Ticket Details page for more in-depth information.



Creating a New Ticket

To create a Ticket, follow these steps:

1. **Select "Create Ticket":** This will open the create ticket prompt.
2. **Complete the Create Ticket Prompt:** The prompt is divided into three sections:
   - **Ticket Details:** This is where you enter general information about the ticket.
     - **Ticket Title:** This is the only mandatory field. Enter a concise title that summarizes the issue.
   - **Suspected Fault:** Here, you can provide information about the suspected problem or fault.
   - **Originator Details:** This section is used to provide information about the person or entity raising the issue from site.



Within the **Ticket Details** section of the create ticket prompt:

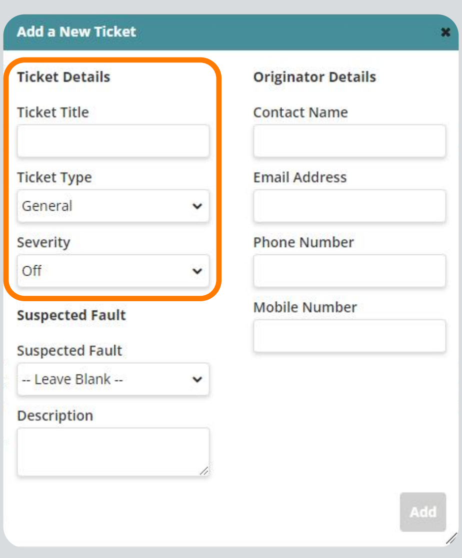
1. **Enter a Ticket Title:** This is necessary to record the fault or issue that has been reported.

2. **Select a Ticket Type:** Choose the type of ticket to categorise the fault. The available options are determined by the settings enabled in your user account:
   a. Go to **Manage Account** → **Ticket Dashboard Settings** → **'Enable ticket creation for the following types'** to view or adjust these settings.

3. **Set the Severity:** By default, the severity will be set to 'Off'. You can select one of the following severity levels, which will impact how the ticket is prioritised and managed:
   - Critical
   - High Priority
   - Medium Priority
   - Low Priority

The severity options are linked to SLAs (Service Level Agreements) configured in your user account settings:

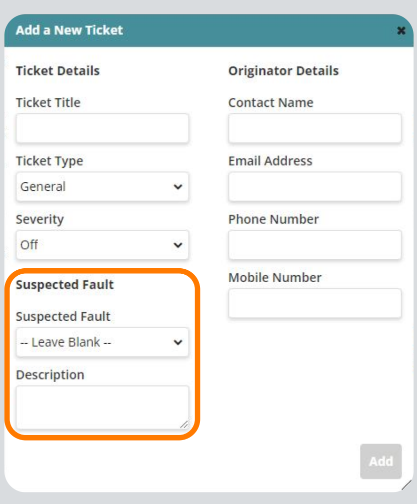
- Go to **Manage Account** → **Ticket Dashboard Settings** → **Ticket Dashboard Settings** to view or adjust these SLAs.



Within the **Suspected Fault** section:

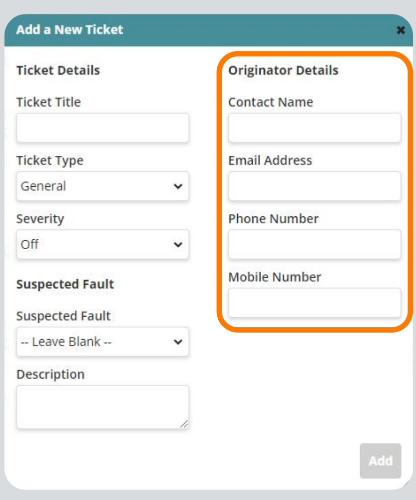
1. **Select a Suspected Fault:** Choose from the list of fault codes that have been previously set up in **Administration** → **Operations** → **Fault Codes**. If you do not find a fault code that matches the reported issue, you can leave this field blank.

2. **Enter a Description:** Provide a detailed description of the fault. This information will assist engineers in understanding and resolving the issue more effectively.



Within the **Originator Details** section:

- **Contact Information:** Fill in the details of the person who reported the issue. While this section is not mandatory, providing this information can be helpful if you need to follow up with the contact for further clarification or additional information about the issue.



Once you've entered all the required details, select '**Add**' to create the new ticket. This will record the fault and make it available for further action and tracking.