

TICKETS - TICKET DASHBOARD

What is the Ticket Dashboard?

The Ticket Dashboard provides a comprehensive overview of all tickets related to your operations. It visually organises tickets based on their status and type, making it easier to manage and track them.

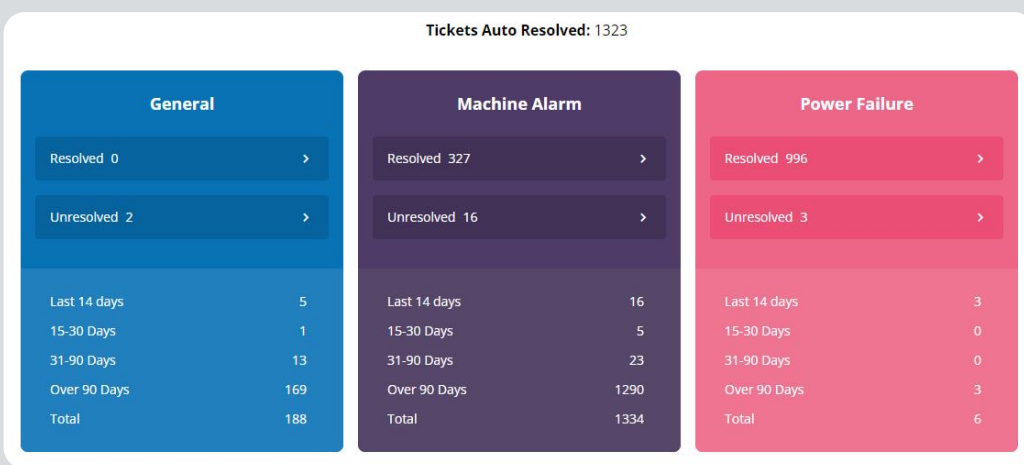
Restricted Access

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 Dashboard

The Ticket Dashboard in SmartVend is organised into multiple sections based on the type of tickets that can be raised, such as General, Telemetry Offline, and others. Each category on the dashboard provides detailed insights into ticket statuses and metrics.



On the Ticket Dashboard, you can monitor ticket statuses and resolutions, including tickets that are automatically resolved. Here's how you can manage and view ticket details:

1. Automatic Ticket Resolution:

- Some tickets are automatically resolved based on data received from the telemetry installed on the machines. The dashboard shows how many tickets have been automatically closed due to these telemetry updates.

2. Date Range Adjustment:

- To tailor the view to specific periods, you can amend the date range on the Ticket Dashboard. This allows you to filter and update the displayed tickets based on:
 - Resolved Tickets:** The number of tickets that have been resolved within the selected date range.
 - Unresolved Tickets:** The number of tickets that remain open or unresolved during the specified period.
- Adjusting the date range helps you analyse ticket trends and performance over different time frames, making it easier to track progress and identify recurring issues.

By using these features, you can better manage your tickets, track automated resolutions, and analyse performance across different periods.



To drill down into the Ticket List and view specific ticket details, follow these steps:

1. Select Ticket Status:

- Resolved:** Click on the 'Resolved' option to filter the Ticket List to show only tickets that have been resolved.
- Unresolved:** Click on the 'Unresolved' option to filter the Ticket List to show only tickets that are still open or unresolved.

Training Note

The options that appear will be determined by the settings enabled within the Manage Account section of your user account

- Manage Account → Ticket Dashboard Settings → 'Enable ticket creation for the following types' *and* 'Set default types to display in ticket filters'



This will allow all ticket types to display when there is a ticket raised.