

TICKETS - TICKET DETAILS

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 Ticket Details

Once you have selected a Ticket Reference, you can view the details of the ticket.

There are four sections within this screen - **Ticket Details**, **Fault Details**, **Machine Status** and **Originator Details**.

In the Ticket Details section:

- **Title:** Displays the title of the ticket, summarising the reported issue.
- **Ticket Type:** The type of ticket that has been raised
- **Priority:** Shows the priority level assigned to the ticket at the time it was created (e.g., Critical, High Priority, Medium Priority, Low Priority).
- **Associated Visit:** Indicates if there is a related visit scheduled or completed for this ticket.

You can use this information to assess the ticket's urgency and its connection to any operational visits or actions.

Ticket Details

Title: Vandalism Report

Ticket Type: General

Priority: Critical

Assigned to Visit: No Visit Assigned

Here's a detailed breakdown of the **Fault Details** section:

- **Suspected Fault:** Displays the fault code or description that was selected when the ticket was initially created. This helps in understanding what the issue might be.
- **Description:** Provides additional information about the fault, offering context and details that were provided at the time of ticket creation.
- **Date Raised:** Shows the date when the ticket was created, giving insight into how long the ticket has been open.
- **SLA Date:** Indicates the Service Level Agreement (SLA) date by which the issue is expected to be resolved, based on the priority assigned to the ticket.
- **Status:** Reflects the current state of the fault, such as Open, Completed, or Closed. This helps track the progress of addressing the issue.
- **Duration:** Displays the amount of time that has elapsed since the ticket was raised, which can be useful for monitoring response and resolution times.

Fault Details

Suspected Fault: Not Provided

Description: There has been a report of vandalism on this machine - it seems like the door hinge has been damaged.

Date Raised: 25/09/2023 14:17

Status: Closed

SLA Date: 25/09/2023 15:17

Duration: 00days 01hrs 01mins

Here's a detailed overview of the **Machine Status** section:

- **Last Data Uploaded:** Shows the most recent date and time when data from the machine was uploaded to the system. This is crucial for understanding how current the machine's data is.
- **Last Data Processed:** Indicates the date and time when the last batch of uploaded data was processed. This helps in tracking data processing intervals and identifying any delays.
- **Last Requested Audit:** Provides the date and time of the most recent audit request made for the machine. Audits are often used to verify machine status and operations.
- **Last Vend Date:** Displays the date and time when the last transaction (vend) occurred on the machine. This is useful for monitoring machine activity and identifying patterns.
- **Last Restock Date:** Shows the date of the most recent stock visit where the machine was restocked. This helps in tracking how frequently the machine is replenished and can provide context for any stock-related issues.

Machine Status

Last Data Uploaded:

Last Data Processed:

Last Requested Audit:

Last Vend Date:

Last Restock Date: 22/09/2023 11:22

The **Originator Details** section includes the following optional fields:

- **Name:** The name of the person who reported the issue contacted you about the ticket.
- **Email Address:** The email address of the person who reported the issue
- **Phone Number:** A phone number, potentially an office landline, for the person who reported the issue
- **Mobile Number:** A mobile number for the person who reported the issue

These details are helpful for follow-up and ensuring that all relevant contacts are available if further information or clarification is needed.

Originator Details

Contact Name: John Smith

Email Address: J@vianetplc.com

Phone Number: 01642358720

Mobile Number: Not Provided

Add Ticket To Visit

Note: To complete this action, you will need to have a **Planning**, **Service**, or **Stock** license assigned to your account.

If the ticket details indicate that the ticket is not yet assigned to a visit, follow these steps:

1. **Select "Add to Visit":** This option will take you to the Add Visit screen.
2. **Choose the Visit Type:** You will need to select whether the visit is a **Stock** or **Service** visit.
3. **Automatic Ticket Selection:** Once you select the Visit Type, the ticket will be automatically included in the visit.

This process helps ensure that the ticket is appropriately addressed during the scheduled visit, whether it involves stock replenishment or servicing.

Add to Visit

Machine History

Cancel Ticket

Close Ticket

View Machine Ticket History

To check a machine's ticket history:

1. **Select 'Machine History':** This option will display a list of all tickets raised against the selected machine.
2. **View Ticket History:** The list will include details such as the ticket reference, title, and status, allowing you to review the historical issues and resolutions associated with that machine.

This feature is useful for understanding the machine's performance and any recurring problems that may need addressing.

Add to Visit

Machine History

Cancel Ticket

Close Ticket

Cancel Ticket

To cancel a ticket:

1. **Select 'Cancel Ticket':** This option will allow you to cancel the ticket if it is no longer needed.

Add to Visit

Machine History

Cancel Ticket

Close Ticket

When cancelling a ticket:

1. **Enter Cancellation Reason:** You will be prompted to provide a reason for the cancellation in a free-text box.
2. **Submit Cancellation:** After entering the reason, submit the cancellation.

The ticket's status will be updated to **"Cancelled"** and the cancellation reason will be recorded in the comments for reference.

Close Ticket

To close a ticket outside of a service or stock visit:

1. **Select 'Close Ticket':** This option will initiate the process to close the ticket.

Add to Visit

Machine History

Cancel Ticket

Close Ticket

When you select 'Close Ticket', you will be prompted with the following steps:

1. **Confirm Fault:** You can specify the fault that caused the ticket, though this is optional. This helps in categorizing the issue for reporting purposes.
2. **Resolution Code:** Enter a resolution code to describe how the issue was resolved. This is also optional but useful for tracking and reporting.
3. **Provide Notes:** Include any additional notes or comments regarding the ticket closure. This field is mandatory and must contain some text.
4. **Submit Closure:** After filling out the necessary details, select 'Continue' to close the ticket.

The ticket status will be updated to "Closed," and the provided details will be saved for future reference.

Close Ticket

What was the cause of this ticket?

Select Some Options

What was done to resolve this ticket?

Select Some Options

Please add some brief remarks about work carried out

The planogram prices were updated - no matching fault/resolution code to link to ticket.

Refer this ticket to the back office team for final closure

Close Ticket

When closing a ticket, you will encounter the following steps:

1. **Notes Section:** This field is mandatory. You must provide some text to describe the closure details. Without this, you cannot proceed with closing the ticket.
2. **Refer to Back Office:** If the ticket needs to be reviewed by someone in the office before final closure, select the checkbox for "Refer this ticket to the back office team for final closure." This action will mark the ticket as Completed and forward it for additional review.
3. **Submit Closure:** Once you have filled out the Notes and selected the referral option (if necessary), select 'Continue' to complete the ticket closure process.

This ensures the ticket is properly documented and reviewed according to your organisation's procedures.

Training Note



"Refer this ticket to the back office team for final closure" will only be available if the corresponding setting is enabled. This can be found in **Manage Account** → **System Configuration** → **Ticket Dashboard Setting** → "Enable Ticket Final Closure Referral"

Adding Comments to a Ticket

To add a comment to a ticket:

1. Select **'Add a comment'**. This will open a prompt box.
2. Amend the **Priority** if needed. By default, it will be set to 'Off', but you can adjust it to reflect the current situation or increase it if necessary.
3. Enter your **supporting comments** in the text box. This could include additional details from a customer or any other relevant information.
4. Once you've entered the details, select **'Add Comment'**. The comment will then be added to the ticket as the latest entry in the comments table.

This allows you to keep the ticket information up-to-date with any new or additional information provided.

Add to Visit

Machine History

Cancel Ticket

Close Ticket

Add a comment +

Automatic Closing of a Ticket

For tickets that automatically close upon receiving telemetry information:

- **Delay in Closure:** Occasionally, there may be a delay in the ticket closing due to how frequently the machine sends data. This can cause the ticket to remain open even after the issue is resolved.
- **If Ticket Remains Open:** If a ticket does not close within one day and you are certain that the machine is operational (i.e., it is switched on and functioning), it might be necessary to schedule a machine visit to investigate further.

This ensures that any issues with the machine or the telemetry system can be identified and addressed promptly.