

# Add Support Log Task

To edit or add a new support log task follow this path

**CRM Module >Configuration >Support log Setup**

Support Log Ticket Setup

Search

Add

Edit

Cancel

Import Status Change

Save

Tasks

Status

Root Cause

Defaults

Page 1 of 1

Show Active: ☒

| # | Task Code | Task Description | Default Task | Active |
|---|-----------|------------------|--------------|--------|
| 1 | JBL       | Install Subs     | Yes          | Yes    |
| 2 | PRO       | Problem          |              | Yes    |

|            |  |
|------------|--|
| Tasks      |  |
| Status     |  |
| Root Cause |  |
| Defaults   |  |

Add Sub Task

Add Sub Task

Sub Task

Sub Task Code:
MAIN001

Sub Task Description:
MAINTENANCE

Points:
2

Sequence No.:
1
Active:
☒

Save And New
Save And Close
Close

|                             |                              |
|-----------------------------|------------------------------|
| <b>Sub Task Code</b>        | Enter a Sub Task Code        |
| <b>Sub Task Description</b> | Enter a Sub Task Description |
| <b>Points</b>               |                              |
| <b>Sequence No</b>          |                              |
| <b>Active</b>               |                              |

## Status

Edit Status

Support Status

Description:
Started
Active:
☒

Colour Code:
Blue
Set As Default Item:
☐

Sequence Number:
1

Severity Indicator:
☒
Severity Order:
1

Email Frequency:
10 Minutes (No email = 0 minutes):

Save And New
Save And Close
Save
Close

|                        |  |
|------------------------|--|
| <b>Description</b>     |  |
| <b>Colour Code</b>     |  |
| <b>Sequence Number</b> |  |

|                     |  |
|---------------------|--|
| Severity Indicator  |  |
| Email Frequency     |  |
| Severity Order      |  |
| Active              |  |
| Set As Default Item |  |

## Root Cause

Root Cause

Code:

UNASSIGNED

Description:

Unassigned

Sequence No:

1

Default:

☒

Save

Save & New

Close

|             |  |
|-------------|--|
| Code        |  |
| Description |  |
| Sequence No |  |
| Default     |  |

## Defaults

Support Log Ticket Setup

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Default Priority Level:

Priority:

Priority - 1

Disable Search Files:

Disable Button:

|                |  |
|----------------|--|
| Priority       |  |
| Disable Button |  |

Revision #4

Created 27 July 2023 17:14:10 by Paige

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