

Add Support Log Ticket

Detail Tab

Video training manual 2016 - [Click Here](#)

Support log tickets are used to capture work for internal and technical staff.

Customer problems or support issues.

CRM Module > Activity > Support log ticket

Edit Support Log

Support Log Ticket Edit

Create Time log | Info | Attachments | Create Reminder | Generic Fields | Debtor Details | Audit | Print | Close

Detail | Problem | Memo | Solution | Feedback | Custom Fields | Time Log | Docs

Date Started: 2021-06-08 14:42:04 Otsile Loate | Log No: 516 | Cancel | Complete | E: ☐ S: ☐

Debtor: X001 Debtor | Employee Log: Thabile Khumalo | E: ☒ S: ☐

Reference: Faulty Tank | Manager: Imraan Saljee | E: ☐ S: ☐

Task: PRO - Problem | Comment: | Action Date: 2021-06-08

Sub Task: Sub - Sub Problem | Due Date: 2021-06-15 | Assign to: BCC Otsile Loate | E: ☒ S: ☐

Root Cause: Unassigned

Last Assign To: 2021-06-08 14:42:04 | Asset: | L: ☒

Status: Logged | In Warranty: ☐ View Asset Item

% Completed: 20% | Send Status | BookIn No: | Create BookIn

Priority: Priority - 1 | Sub Priority: 0 | Stock Item: | Job Number: |

Estimated Hours: | Month: June | Equipment Down: ☐ Order No.: | Date Completed: |

Budget Value: 0 | Monitoring Active: ☐

Incl. Toll in Budget: ☐ Incl. Travel in Budget: ☐

Save and New | Save And Close | Save | Close | Send Status

It shows a list of support log from customers

Search according to user's preference

Search

Log No – search using a support log number

Reference – search by entering the reference of the support log

Employee Log – search by selecting the employee from the drop down arrow

Assign To – search by selecting the person the support log is assigned to a certain user

Debtor – search by the debtor

Date From – search by entering the from which the support log will run from

Date To – search by entering the date to, in order to limit to search run

Task – search by selecting the status from the drop down arrow

Show Completed – tick the box to search for completed support logs

Details Tab - to show the support log details

Support Tasks Tab – to show support log tasks

Status Tab - to show and allocate different colours to the status codes

Standard Tab has five buttons

Insert button – to insert the time log

Amend button - allows changes on an existing time log

Delete button – to delete the time log

Print button – to print the time log

Print Grid button – to print support log report

Extras Tab

Create Time Log button – to create a time log

New Features

Colour Code Status of Task

Colour code in the the Support Log Status makes it easier to view the different status of support tasks sitting in the Support Log Queue.

The user has the ability to change the status colours themselves.

Colour Codes On the due date - denotes at a glance which support logs need urgent attention.

Closing or Cancelling of Service Logs

Service Logs cannot be deleted off the Webaccounting system and the only way in which they can be resolved is by either closing or cancelling the Service Log.

To search for completed and cancelled Service Logs tick the Added Show Completed tick box.

Status Task Percentage Complete

The Service Log progress can be monitored by assigning a % completed.

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