

Support Log Ticket Search

The Support Log Ticket is essential and serves as a centralised repository for all relevant support log queries

In the Debtor setup search, you will see two search tabs



Basic Search tab	If you know the log number or part of the support log number you can search here
Custom Search tab	If you have setup custom fields in support log tickets, you can search for the items in this area.

If you leave the basic search blank it will bring up all support log ticket codes

CRM Module> Activity> Support Log

Support Log Ticket

Search

Add

Edit

Cancel

Create Time Log

Workflow

Complete

Open Log

Email Self

Import

Print

Detailed

Custom Search

Contract

Log No:

Debtor:

Date Type:

Date From:

Employee Log:

Task:

Subtask:

Show Completed:

Job Number:

Reference:

Debtor To:

Status / Severity:

Date To:

Assign To:

Asset:

Root Cause:

Priority:

Details

Graph

Due Date Schedule

Page 1 of 1

Remove Paging

Filter Sort

Due Today

7

#	Due	Att	Memo	Update	Info	Log No	Progress	BookIn	Priority	Sub Prior	% Done	Estimated Month	Estimated Hours	Action Date
1	▲	🔗	📅	✅	ℹ️	S27	▶▶▶▶▶		1			September		2021-09-30
2	▲	🔗	📅	✅	ℹ️	S16	▶▶▶▶▶		1		20%	June		2021-06-08
3	▲	🔗	📅	✅	ℹ️	S97	▶▶▶▶▶		1			August		2022-09-01
4	▲	🔗	📅	✅	ℹ️	S81	▶▶▶▶▶		1			August		2022-09-01

Log No	search using a support log number

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
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
Task	search by selecting the status from the drop down arrow
Show Completed	tick the box to search for completed support log
Support Tasks	
Status	

System Buttons

The Navigation Ribbon Used to Action Following Functions

Support Log Ticket

Search

Add

Edit

Cancel

Create Time Log

Workflow

Complete

Open Log

Email Self

Import

Print

Detailed

Custom Search

Contract

Log No:

Debtor:

Date Type:

Action Date

Date From:

2024-01-18

Employee Log:

All

Task:

All

Subtask:

All

Show Completed:

Show Open Items:

Job Number:

Reference:

Debtor To:

Status / Severity:

All

Date To:

2024-01-23

Assign To:

Otsile Loate

Asset:

Root Cause:

Priority:

All

Search	The search function will return support log ticket records based on the search criteria entered.
Add	Allows you to create a new support log ticket
Edit	Allows you to make changes to an existing support log ticket

Cancel	Allows you to cancel support log ticket
Create Time Log	Duplicate an existing debtor or customer
Workflow	Allows you to load a workflow and move support logs around
Complete	Allows you to highlight a support log and complete it
Email Self	Allows you to email support logs to yourself
Import	Allows you to import support logs
Print Dropdown	Allows you to print your Support log ticket in PDF or download an Excel sheet of your support log tickets

