

The logo for WasteTrack, featuring the word "WasteTrack" in a blue sans-serif font with a thin orange arc above the "e".

WasteTrack

A decorative graphic on the left side of the page consisting of a cluster of overlapping triangles in various shades of blue and orange, arranged in a roughly triangular shape pointing upwards.

**QUICK
REFERENCE**
Compliment

Product of
3Logix

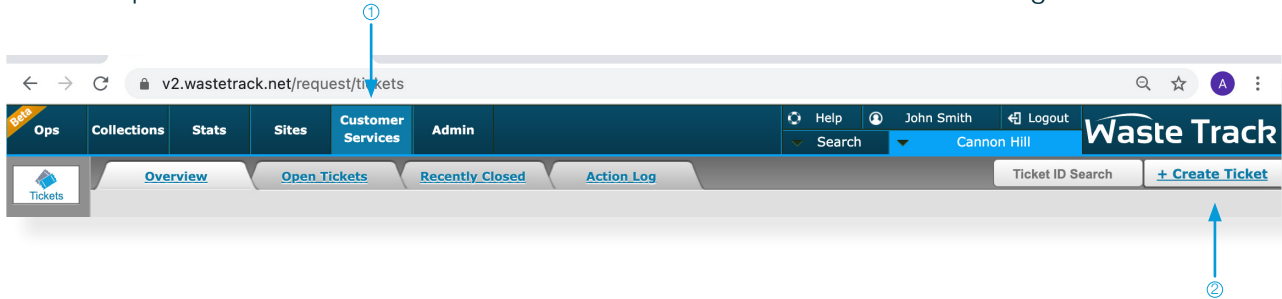
QUICK REFERENCE

Compliment

STEP 1.

Create a new ticket

From the top menu select 'Customer Services' then click 'Create Ticket' from the right.



STEP 2.

Enter the callers details

Enter the name, number and call time.

Identify the site using the 'Site Search', if no site details are available use the Ad-hoc button.

Ad-hoc tickets are tickets which are not linked with any specific site.

STEP 3.

Log details

Choose 'Customer Feedback' and 'Compliment' from the drop-down selector.

Enter the details of the compliment in the 'notes'.

Click 'Create Ticket'.

STEP 4.

Review

Review the ticket details.

If no further action is required, the ticket can be immediately closed (use the Open Ticket link).

Click 'Resolving Tickets' for more information.