



# WasteTrack

## QUICK REFERENCE

Resolving Tickets

Product of  
**3Logix**

**QUICK REFERENCE**

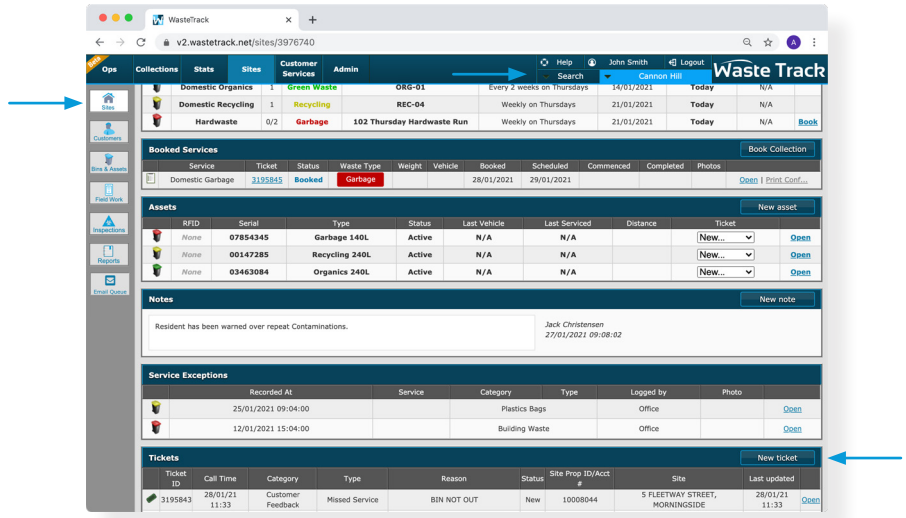
# Resolving Tickets

**STEP 1a.**

**Open the ticket (via 'Sites')**

Tickets can be opened using the 'Tickets' list within the 'Sites' screen.

Use the site 'Search', or 'Sites' list to open the required site.



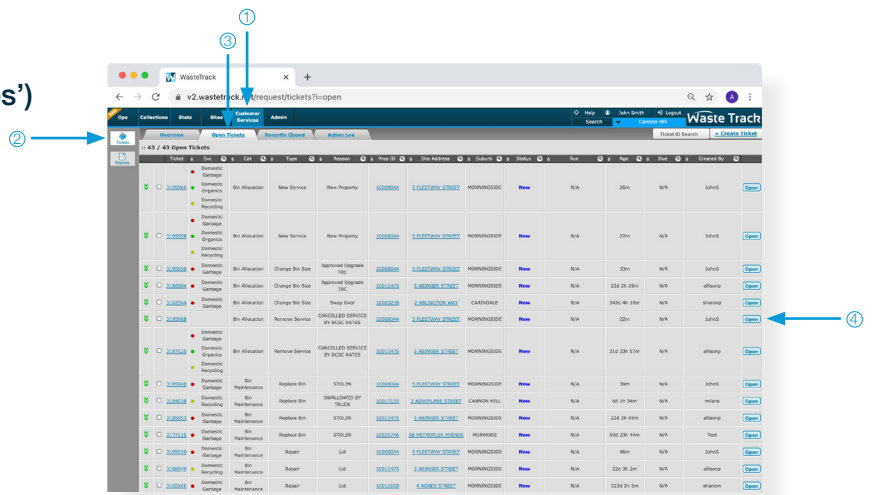
**STEP 1b.**

**Open the ticket (via 'Customer Services')**

Tickets can be opened and managed through the 'Open Tickets' section of the 'Customer Service' tab.

From the top menu click 'Customer Services' then 'Open Tickets'.

Select the ticket to open from the list and click the 'Open' link on the left.

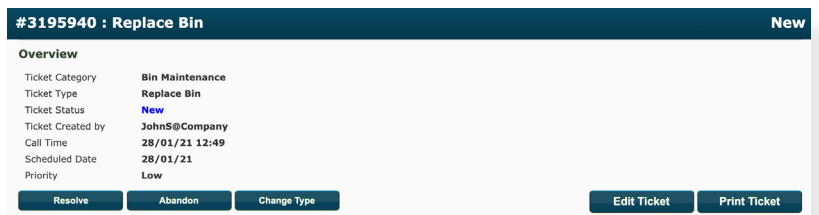


**STEP 2.**

**Resolve the ticket**

Once open click the 'Resolve' button.

Alternatively the ticket can be 'Abandoned' if it is not to be completed.



**STEP 3.**

**Enter the resolution details**

The time can be set to the time the work was completed (instead of the time the data was entered) for KPI reporting.

Once details are entered click 'Resolve'.

Time   :

New Bin Serial   \* Required

New Bin RFID Tag

Notes