Tickets

SmartBilling has a Ticket & Order Management System under Tickets. This functionality allows the company to create as many Control Systems as needed to control the processes of various departments. The system allows various flexible actions to tickets and orders such as create, delete, modify, generate reports, search, etc., etc.

The company can create the different level of priorities according to internal usage or types of customers, so different teams use various levels of priority queues. To each ticket a pdf is generated with the details of the description.

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