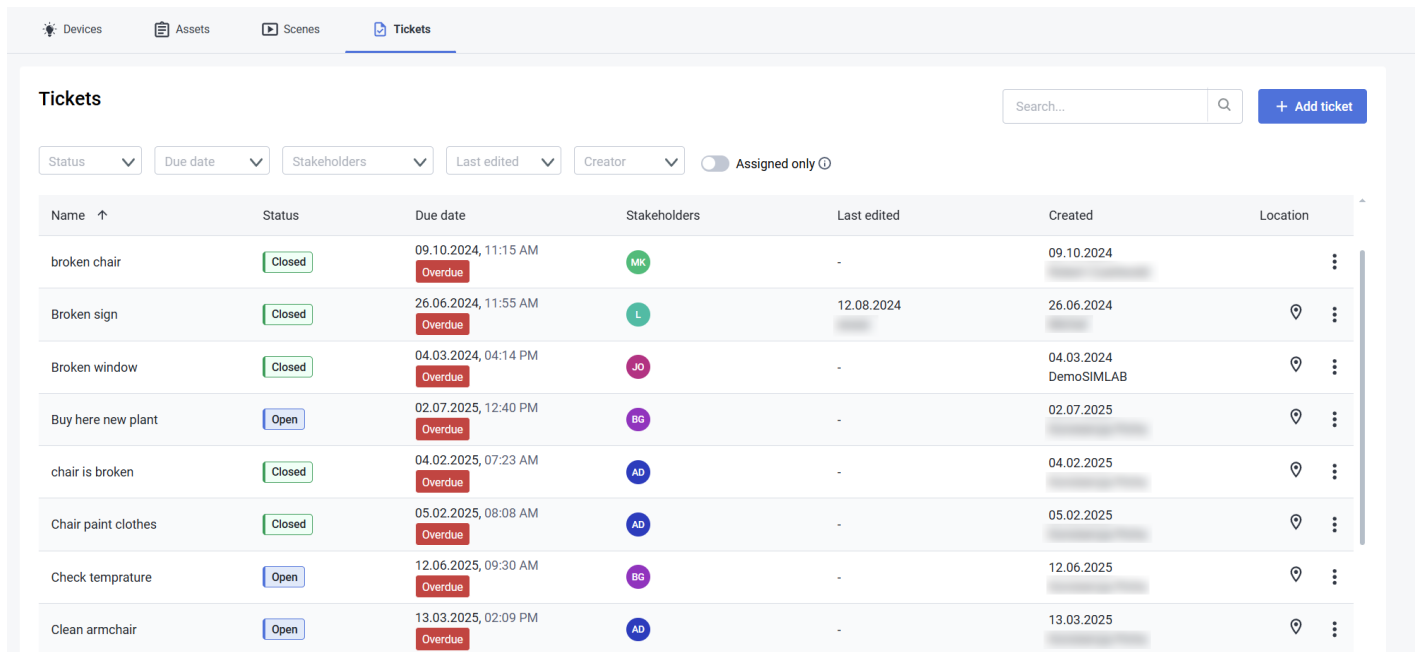


Tickets

Create, manage and assign tickets for other space users.




The screenshot shows a web interface for managing tickets. At the top, there are navigation tabs for 'Devices', 'Assets', 'Scenes', and 'Tickets'. Below the tabs, there is a search bar and a '+ Add ticket' button. A filter bar contains dropdown menus for 'Status', 'Due date', 'Stakeholders', 'Last edited', and 'Creator', along with an 'Assigned only' toggle. The main area is a table with the following columns: Name, Status, Due date, Stakeholders, Last edited, Created, and Location. The table contains eight rows of ticket data.

Name ↑	Status	Due date	Stakeholders	Last edited	Created	Location
broken chair	Closed	09.10.2024, 11:15 AM Overdue	MK	-	09.10.2024	
Broken sign	Closed	26.06.2024, 11:55 AM Overdue	L	12.08.2024	26.06.2024	
Broken window	Closed	04.03.2024, 04:14 PM Overdue	JO	-	04.03.2024 DemoSIMLAB	
Buy here new plant	Open	02.07.2025, 12:40 PM Overdue	BG	-	02.07.2025	
chair is broken	Closed	04.02.2025, 07:23 AM Overdue	AD	-	04.02.2025	
Chair paint clothes	Closed	05.02.2025, 08:08 AM Overdue	AD	-	05.02.2025	
Check temprature	Open	12.06.2025, 09:30 AM Overdue	BG	-	12.06.2025	
Clean armchair	Open	13.03.2025, 02:09 PM Overdue	AD	-	13.03.2025	

The Tickets view in the **Dashboard** is a detailed **Ticket management view** for the project, where you can see the **status** of every ticket together with other **necessary information** such as:

- Due date
- Ticket Stakeholder
- Last edit time


From here, you can easily go to the location of the ticket, through **location**  button located at the end of the ticket tile.

Ticket Creation

Add ticket




General

 Set position

NAME*

DUE DATE



STAKEHOLDER(s)*



TICKET DESCRIPTION

0/6000

Photos (0)



Click here or drag file to upload

Maximum number of files: 20 (10 MB each)

Supported formats: JPEG, BMP, PNG, TIFF, WEBP, GIF, JFIF



+ Add ticket

The ticket creation system can be used in following situations:

Reporting Problems

- If something isn't working, like a light or thermostat, you can report it through the system's app or interface.

Maintenance Requests


- You can create tickets for routine tasks, like changing air filters or checking battery levels.
- The system might allow to connect with service providers to create tickets for them for fixing or maintenance.




New Ideas

- If you have an idea for a new feature, you can suggest it by creating a ticket.
- **Voting:** Others can vote on your suggestion, helping the team decide what to work on next.







Support and Troubleshooting


- If you need support, you can create a ticket and track its progress.
- The ticket can be connected to a specialist, making it easier to get help when you need it.

To edit a ticket, click on the **more options**  button located at the end of the Ticket tile. This will open a new window with following options:

-  Edit
-  Create a copy
-  Delete

Filter, Sort and Search

Status  Due date  Stakeholders  Last edited  Creator  Assigned only 

Search...  [+ Add ticket](#)

The ticket management functions are fitted with comprehensive filter, sort and search functionality. Handle large amounts of tickets by:

- status
- date
- assignee
- creation time
- name

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