

How to Add Ticket Job Codes

The **Ticket Jobs Codes** is used to specify codes used for tracking of time against tickets. This will be used in the Ticket | **Hours Worked** tab screen | Job Code combo box.

To add new **Ticket Job Code**:

1. On the Menu Panel, click **Help Desk**.
2. Click **Ticket Job Codes** submenu to open the **Ticket Job Codes** screen.

The screenshot shows the 'Ticket Job Codes' application window. It has a title bar with standard window controls. Below the title bar is a toolbar with 'Save', 'Export', 'Undo', and 'Close'. A menu bar contains 'Insert', 'Up', 'Down', 'Remove', 'View', and a search icon. A search box labeled 'Filter Records (F3)' is on the right. The main area is a table with the following columns: 'Job Code', 'Description', 'Billable', 'Rate', 'Linked Item', and 'Supported'. The first row is highlighted in blue and contains: 'Job Code 01', 'Job Code 01 - Description', a checked checkbox for 'Billable', '25.00', a checked checkbox for 'Linked Item', and a checked checkbox for 'Supported'. The second row contains: an empty 'Job Code' field, an empty 'Description' field, an empty 'Billable' checkbox, '0.00', an empty 'Linked Item' checkbox, and an empty 'Supported' checkbox. The status bar at the bottom shows a question mark, a lightbulb icon, and the text 'Ready'.

Job Code	Description	Billable	Rate	Linked Item	Supported
Job Code 01	Job Code 01 - Description	<input checked="" type="checkbox"/>	25.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	0.00	<input type="checkbox"/>	<input type="checkbox"/>

3. Go to available row in a grid and enter unique **Job Code** name and its **Description**.
4. Check the **Billable** box if the Job Code is billable.
5. Enter **Rate**.
6. Select **Linked Item**.
7. Click Save toolbar button.

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To add new **Ticket Job Code**:

1. Go to **Help Desk** Menu and expand the **Maintenance** sub-menu.
2. Double click the **Ticket Job Codes** menu to open the **Ticket Job Codes** screen.
3. Go to available row in a grid and enter unique **Job Code** name and its **Description**.
4. Check the **Billable** box if the Job Code is billable.
5. Enter **Rate**.