

How to create and manage a repair appointment

When Repair Appointments are enabled, use them to reserve intake or service time before a ticket is created.

1. Open the Repair Appointments area.
2. Select **Add**.
3. Choose the customer and appointment date and time.
4. Record the device and requested work.
5. Save the appointment.
6. Update or remove it if the customer reschedules or cancels.

At arrival, confirm the information and create the actual repair ticket. An appointment is not a replacement for the repair record.

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