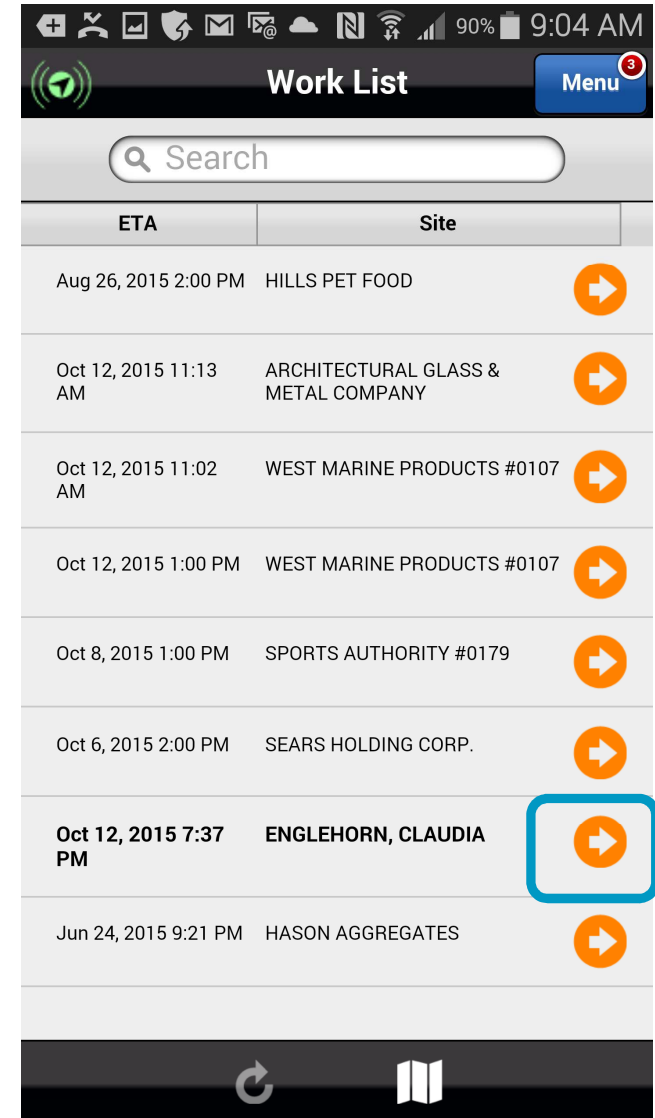


Viewing the Service Ticket Number

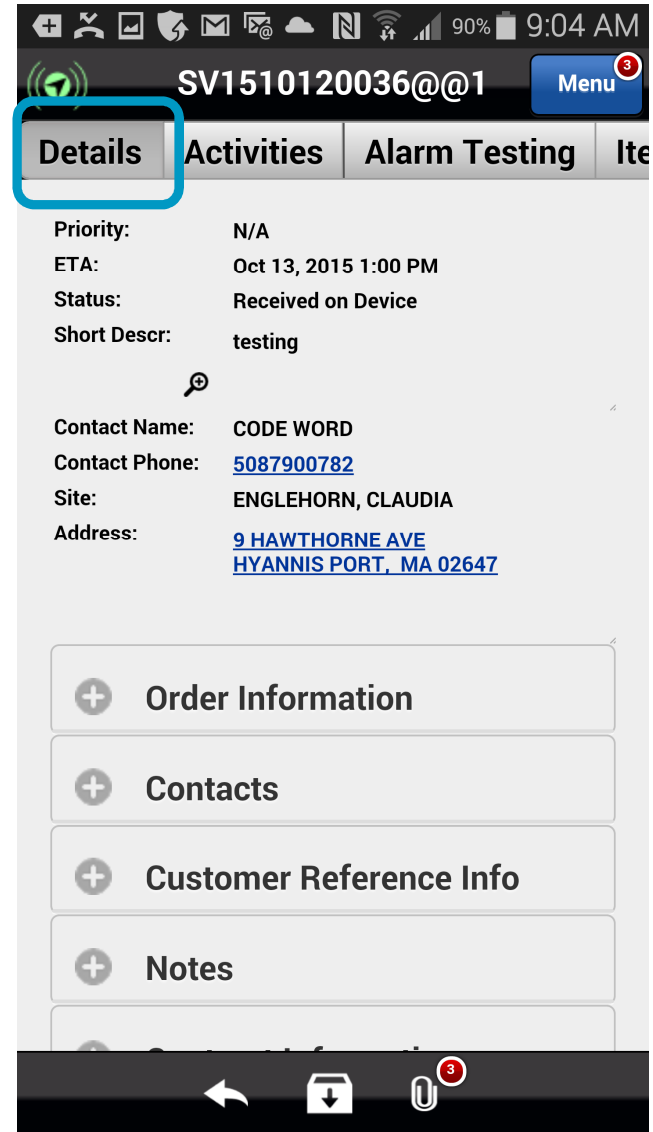
Each service order has a unique reference number (service ticket number) that is sent from SBN to Astea that uniquely links the service order in both Astea and SBN. This allows the back office users to search in both Astea and SBN for a particular service order. To find the reference number, perform the following steps:

Select the orange arrow that corresponds to the **ENGLEHORN, CLAUDIA** service order.



Viewing the Service Ticket Number

If it is not selected, please select the **Details** tab.



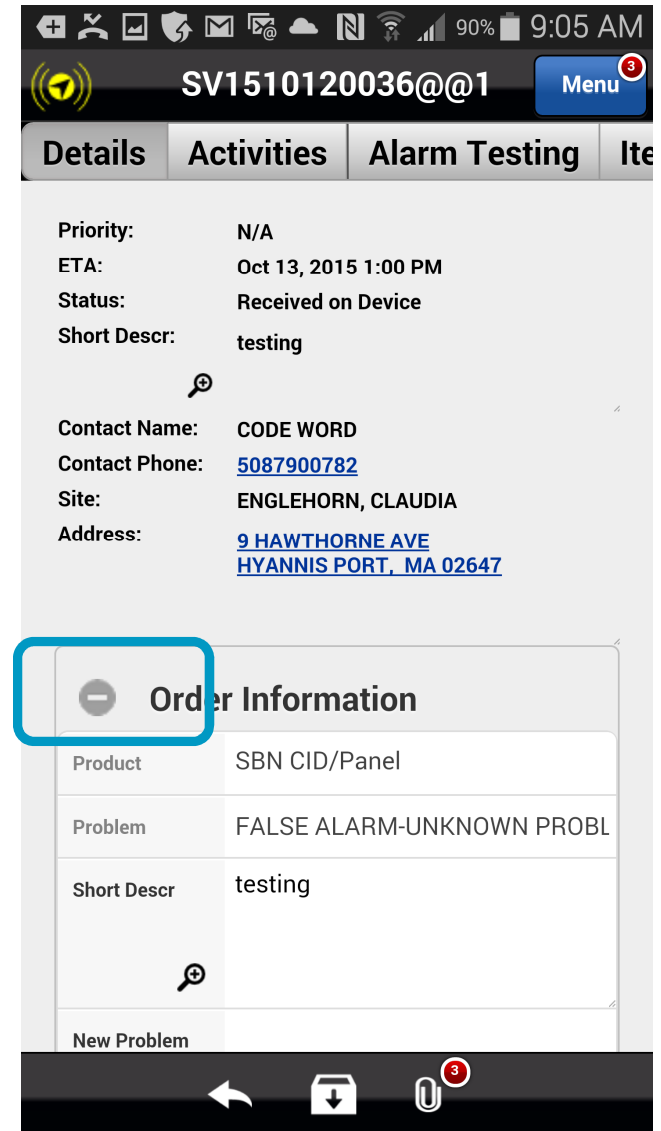
Previous

Home

End

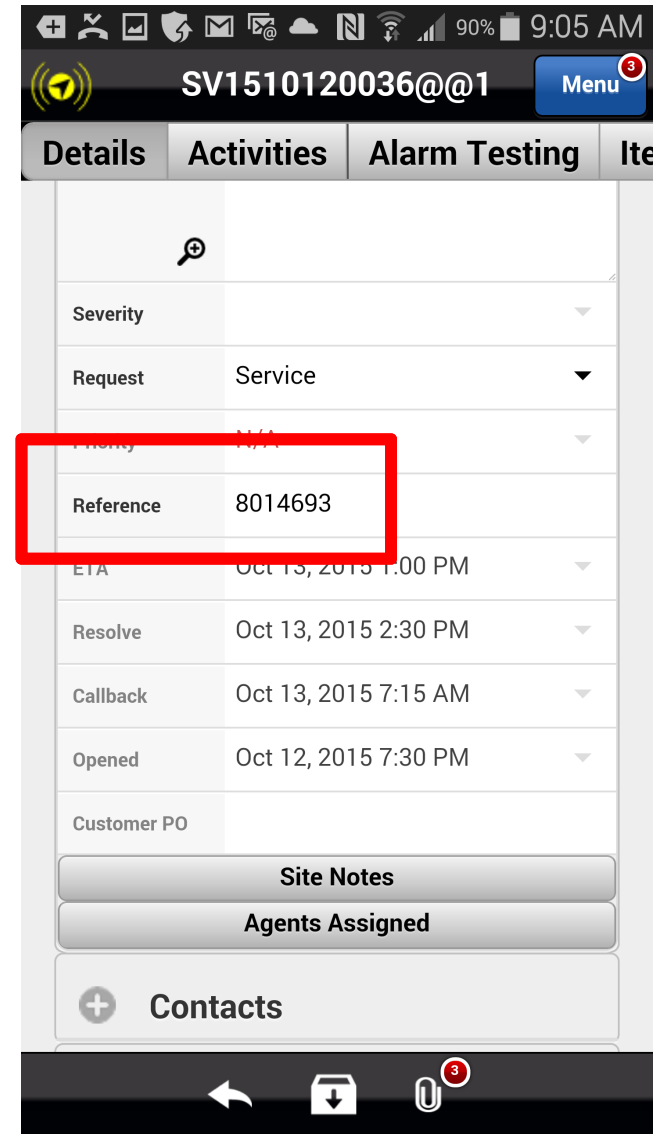
Viewing the Service Ticket Number

Expand the **Order Information** section by selecting the plus sign to the left of the heading.



Viewing the Service Ticket Number

Scroll down to view the Astea/SBN
Service Ticket Number that is unique to
this service order.



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