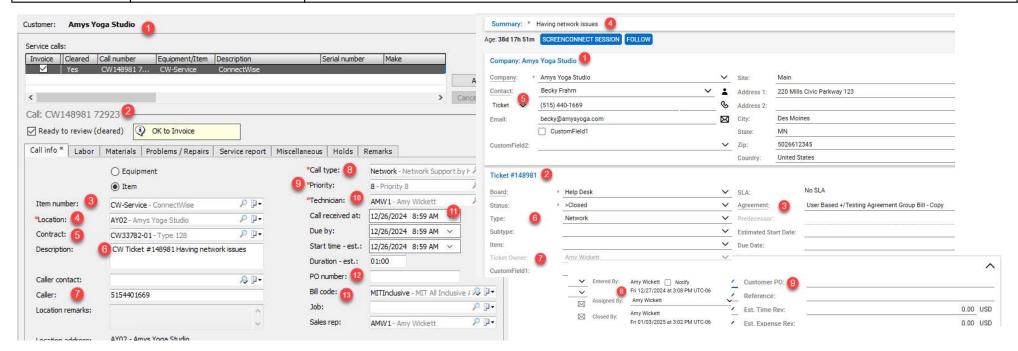


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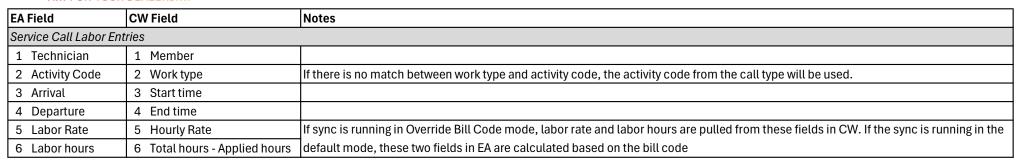
## **ID965 Service Ticket Sync**

EA Field	CW Field	Notes	
Service Call 'Header' Fields			
1 Customer	1 Company	Company must be linked to customer record via the ZCJ_CW_CompanyID custom property	
2 Call number	2 Ticket # / Invoice #	Default option uses the next call number from EA, option to use the CW ticket # Invoice # as call number in invoice-only mode.	
3 Item number	NA	CW-Service item is added to all calls created by ID965	
4 Location	NA	Location always matches main company	
5 Contract	3 Agreement		
6 Description	4 Summary		
7 Caller	5 Contact		
8 Call type	6 Ticket Type		
9 Priority	NA	Priority is pulled from the call type used on the call in EA	
10 Technician	7 Ticket Owner	If there is no ticket owner, the member from the last time entry will be used as the tech on the call.	
11 Call received at	8 Entered time	If there is a time entry that predates the entered time, the sync will roll back the received at time in EA to match the first time entry	
12 PO number	9 Customer PO		
13 Bill code	NA	Pulls from bill code on the CW-Service item set on the contract, if no contract, uses the default bill code in variable 5.	





## A.I. FOR YOUR DEALERSHIP



Arny Wickett

Billable: \*

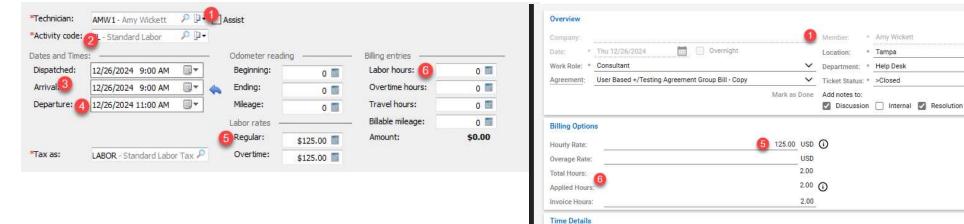
Billable

\* Tampa

Work Type: \*

Regular

2.00



EA Field	CW Field	Notes	
Service Call Remarks/Notes			
1 Remarks	1 Resolution Remark	If there is no note in CW marked as the resolution, a default remark of 'Ticket #XXXX closed'	
2 Call Notes	Summary of time entries	One call note added to call with a summary of the time entries on the ticket in CW	

Start Time: 6

8:00 AM (0)

10:00 AM

0.00

