

NextTicket Manager Brings Up the Same Ticket All the Time

You expect to see the next ticket in the queue after you type the `nt` command for the second time and onwards. However, NextTicket brings up the same ticket each time you enter `nt`. How does NextTicket send tickets every time it receives the `nt` command?

How the `nt` command of NextTicket Manager works

The `nt` command triggers the NextTicket app to present users with the most important ticket to work on. The app does this by identifying the highest prioritized ticket based on the Point Priority rules set by the NextTicket admin. The user cannot move to the second or third prioritized tickets until they have worked on the first ticket, changed its status, or made changes that would recalculate the priority points.

Users can reject the ticket but are required to provide the reason for rejection. A rejected ticket is removed from view for an hour but will appear again if no action has been taken on it. The hour-long allocation allows the admin to adjust the priority rules according to the reason for rejection.