

Adding Task and Note on a ticket timeline

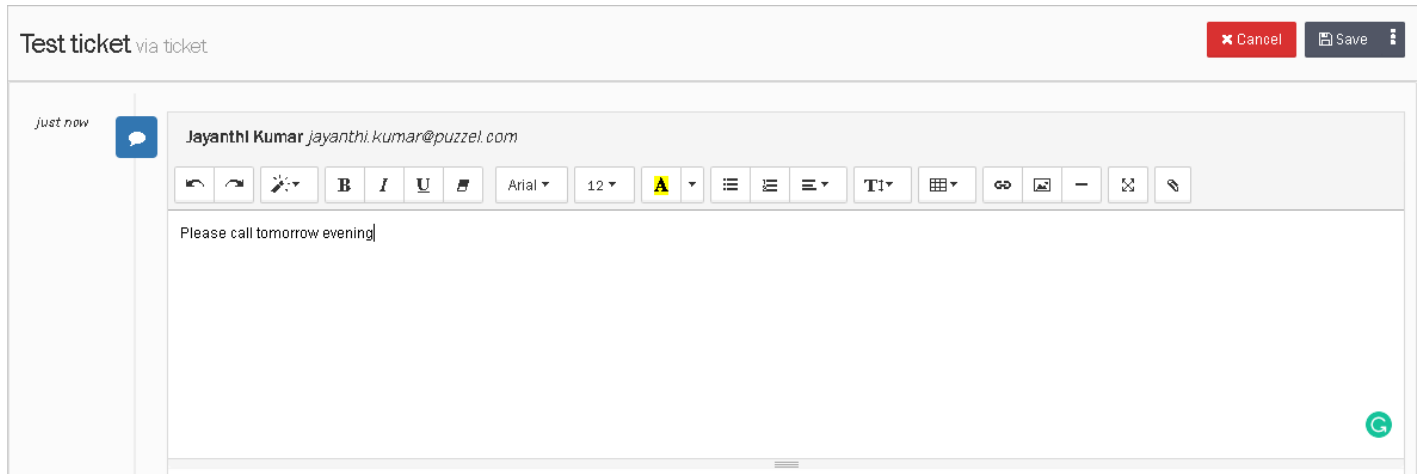
To add a task or a note to a ticket, go to the Tickets page and select a ticket for which a task or note need to be added. Click on the **+ Add Task** icon for adding a task and also assigning to a user to it. Click **Save**.



The screenshot shows a form titled "Test ticket via ticket" with "Cancel" and "Save" buttons. The form includes a "Comment/Note" field with the text "Send an email", a "Users" dropdown menu with "Jayanthi Kumar" selected, a "Follow-up date" field with "21.09.2020", and a "Follow-up time" field with "5:30 AM".

Follow-Up Tasks can be seen by all Users that can view the Ticket. Tasks can also be assigned to different Users with a time & date. This is then added to their Dashboard calendar. A notification is sent to the User(s) at the selected time and date so that they are always informed of what they need to do and when.

To add a note, click on the **+ Add Note** icon, compose the note and save.



The screenshot shows a form titled "Test ticket via ticket" with "Cancel" and "Save" buttons. The form includes a "Comment/Note" field with the text "Please call tomorrow evening". The form also shows the user "Jayanthi Kumar" and a rich text editor toolbar with various formatting options.