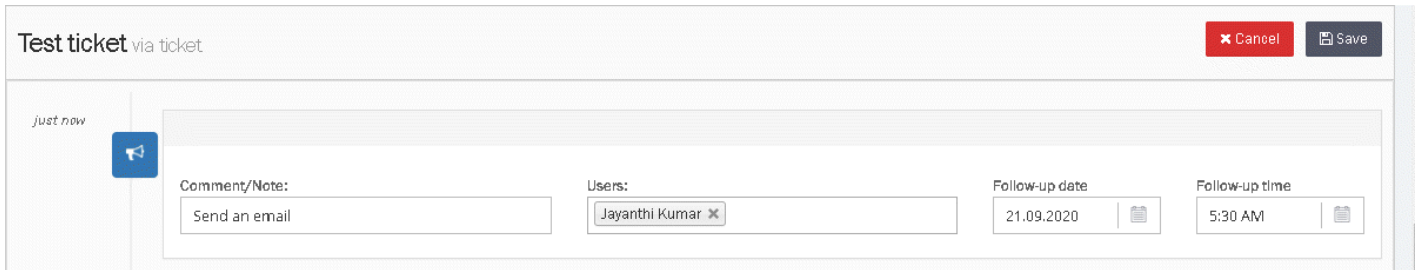


## Adding task and notes from a ticket timeline

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**.

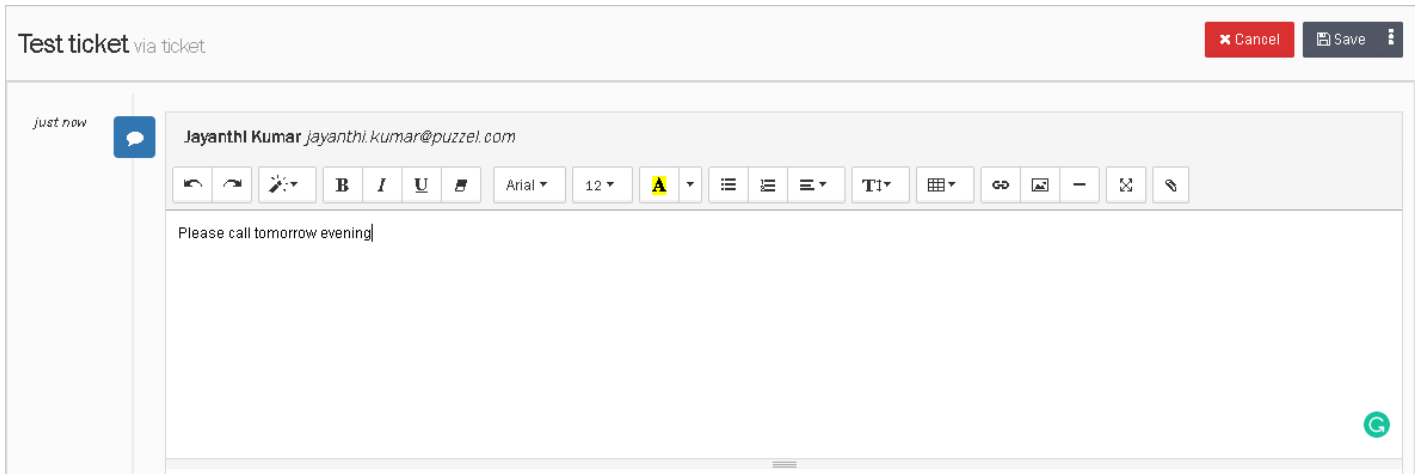


The screenshot shows a form titled "Test ticket via ticket" with "Cancel" and "Save" buttons. The form is for adding a task and includes the following fields:

- Comment/Note:** A text input field containing "Send an email".
- Users:** A dropdown menu with "Jayanthi Kumar" selected.
- Follow-up date:** A date input field containing "21.09.2020".
- Follow-up time:** A time input field containing "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 is for adding a note and includes the following elements:

- Author:** "Jayanthi Kumar jayanthi.kumar@puzzel.com".
- Rich Text Editor:** A toolbar with icons for undo, redo, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, image, and link icon. The text "Please call tomorrow evening" is entered in the editor.