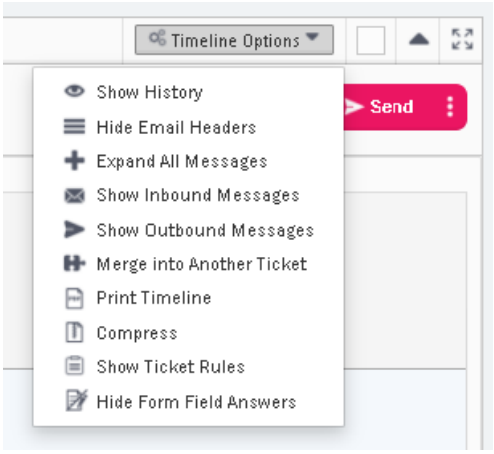
Timeline Options

There are several timeline options available as detailed in the table below. These options can be used to show all ticket updates and notifications, related to a person or a business rule. By looking at the ticket events, you can see the complete history of a ticket. These include ticket properties that are added, removed, or changed, as well as any external notifications associated with the ticket update.



Timeline Option	Description
Show/Hide History	Shows/hides past events that has happened on the ticket
Show/Hide Email Headers	Shows/hides header details in the email
Expand All Messages	it expands all the previous emails and the recent one
Show Inbound Messages	Only displays inbound messages relating to the ticket
Show Outbound Messages	Only displays Outbound messages relating to the ticket
Merge into Another Ticket	Allows to merge with another ticket in the system
Print TImeline	Prints the entire timeline details on to a PDF and emails it to the customer
Compress	Emails the timeline details on to a PDF and emails it in a compressed format
Show Ticket Rules	Displays all the ticket rules applied on the ticket
Show/Hide Form Field Answers	Displays all the form fields assigned to the ticket

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