

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**.

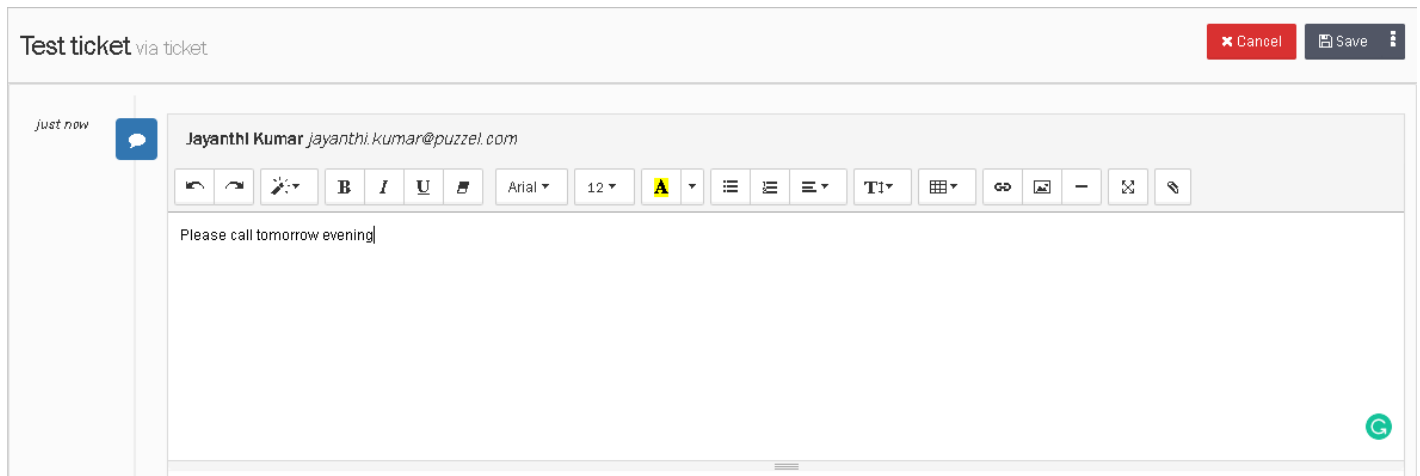


The screenshot shows a ticket titled "Test ticket via ticket" with a "Cancel" button and a "Save" button. A "just now" notification icon is visible. The form contains the following fields:

Comment/Note:	Users:	Follow-up date	Follow-up time
<input type="text" value="Send an email"/>	<input type="text" value="Jayanthi Kumar"/>	<input type="text" value="21.09.2020"/>	<input type="text" value="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 the same ticket "Test ticket via ticket" with "Cancel" and "Save" buttons. A "just now" notification icon is visible. The form is for adding a note and includes a rich text editor with the following elements:

- Rich text editor toolbar: Undo, Redo, Bold, Italic, Underline, Text color (A), Background color (A), Bulleted list, Numbered list, Indent, Text alignment (T), Table, Link, Image, Link icon, and Link icon.
- Text area: "Please call tomorrow evening"
- Rich text editor footer: A green circular icon with a white 'G'.