


Adding Task and Note on a ticket timeline

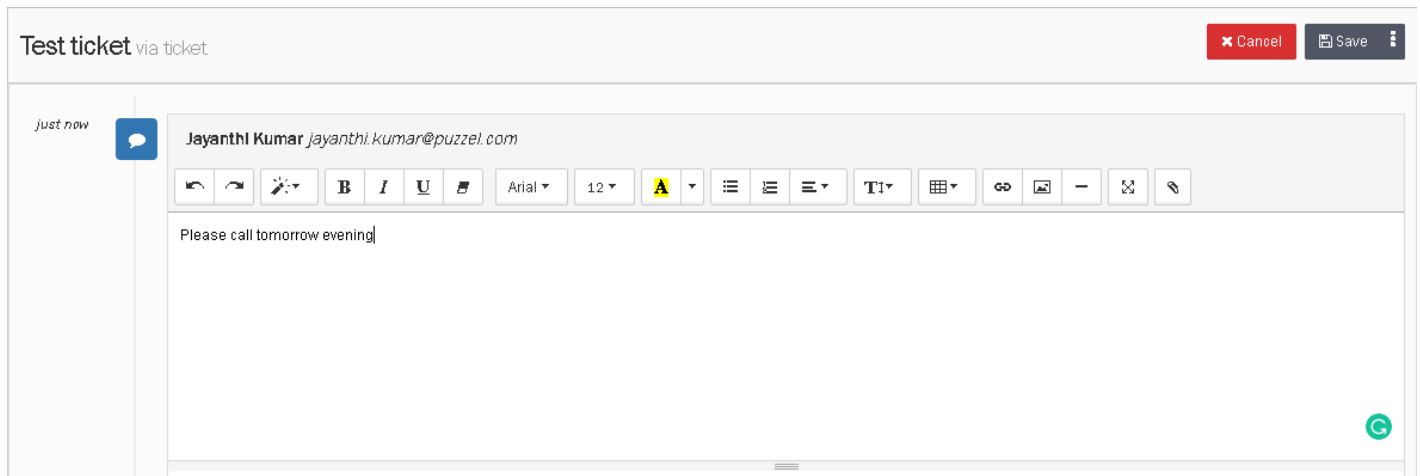
To add a task or a note to a ticket, go to the Tickets page and select a ticket for which a task or note need to be added. Click on the **+ Add Task** icon for adding a task and also assigning to a user to it. Click **Save**.



The screenshot shows a form titled "Test ticket via ticket" with "Cancel" and "Save" buttons. The form includes a "just now" timestamp and a blue task icon. The main form area has four fields: "Comment/Note" with the text "Send an email", "Users" with "Jayanthi Kumar" selected, "Follow-up date" with "21.09.2020", and "Follow-up time" 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 "just now" timestamp and a blue note icon. The main form area shows the user "Jayanthi Kumar" with email "jayanthi.kumar@puzzel.com". Below the user name is a rich text editor toolbar with options for undo, redo, bold, italic, underline, text color, font family, font size, background color, bulleted list, numbered list, indent, text alignment, table, link, unlink, image, link icon, and link icon. The text area contains "Please call tomorrow evening".