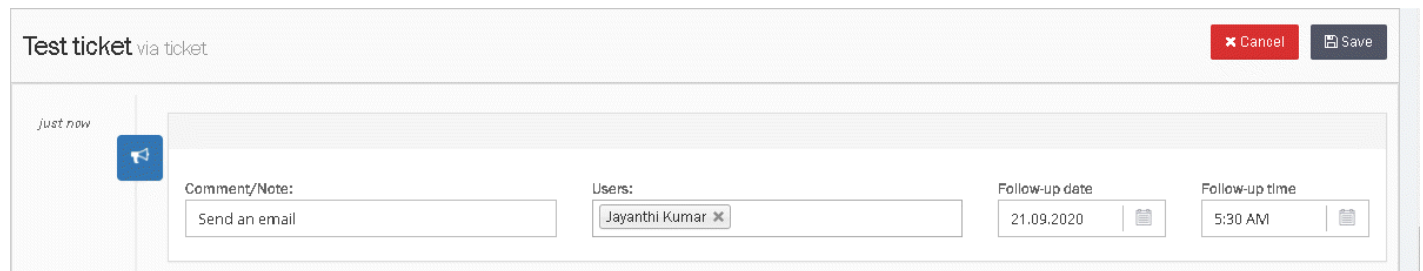


Adding task and notes from a ticket timeline

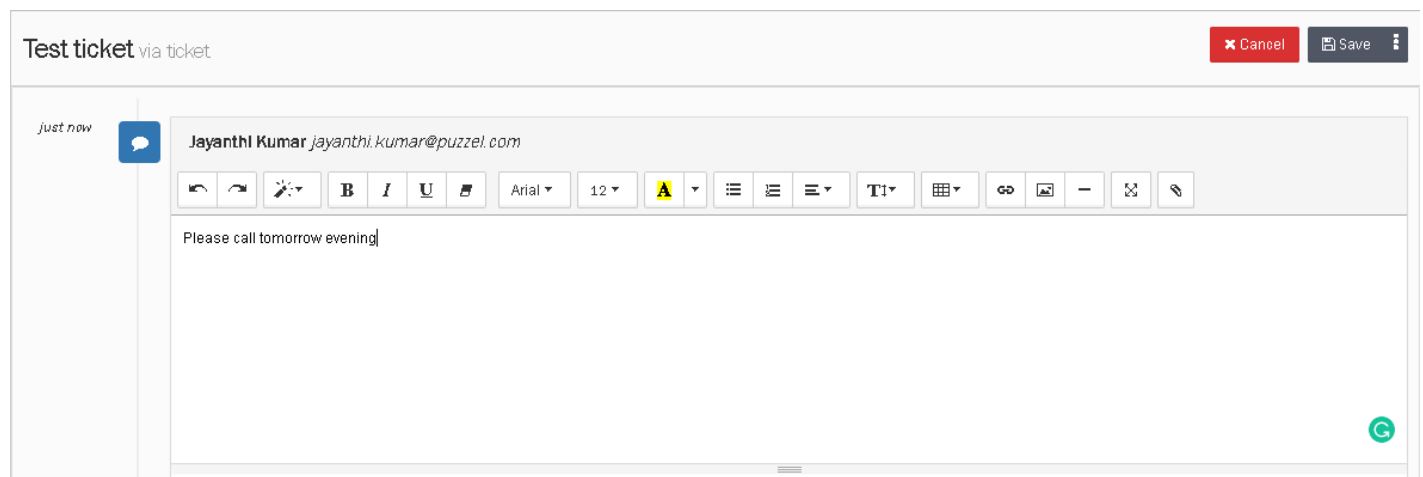
To add a task or a note to a ticket, go to the Tickets page and select a ticket for which a task or note need to be added. Click on the **+ Add Task** icon for adding a task and also assigning to a user to it. Click **Save**.



The screenshot shows a web interface for a ticket titled "Test ticket via ticket". At the top right are "Cancel" and "Save" buttons. On the left, a "just now" timestamp is next to a blue speech bubble icon. The main form area has four fields: "Comment/Note:" with the text "Send an email", "Users:" with a dropdown menu showing "Jayanthi Kumar", "Follow-up date:" with the date "21.09.2020", and "Follow-up time:" with the time "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 "Test ticket" interface, but now the "Add Note" section is active. A blue speech bubble icon is next to the "just now" timestamp. The note is attributed to "Jayanthi Kumar jayanthi.kumar@puzzel.com". Below the name is a rich text editor with various formatting tools (bold, italic, underline, link, unlink, list, indent, outdent, text color, background color, text background color, text size, text weight, text style, text color, text background color, text size, text weight, text style). The note text is "Please call tomorrow evening". At the bottom right of the note area is a green circular icon with a white 'G'.