
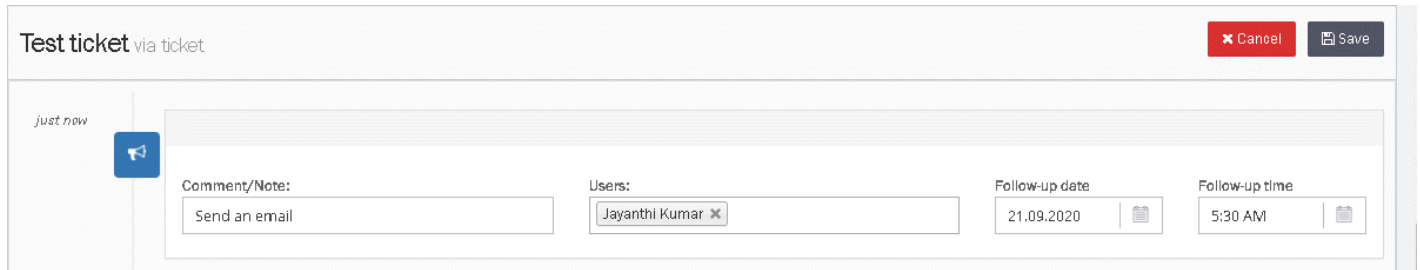



Adding Task and Note on a ticket timeline

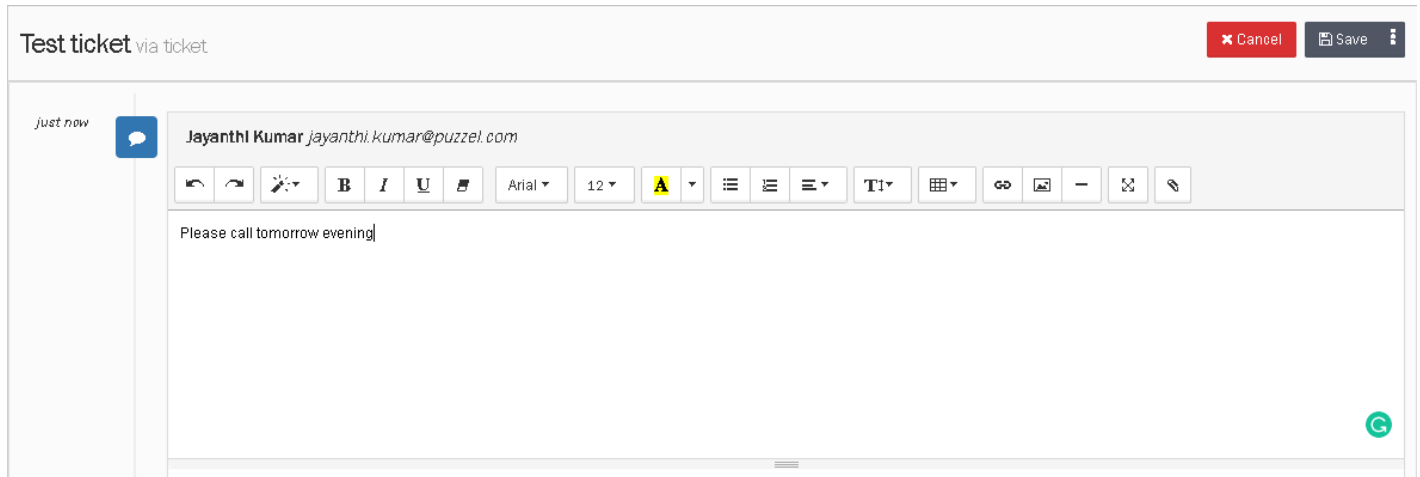
To add a task or a note to a ticket, go to the Tickets page and select a ticket for which a task or note need to be added. Click on the  icon for adding a task and also assigning to a user to it. Click **Save**.



The screenshot shows a ticket interface titled "Test ticket via ticket". At the top right, there are "Cancel" and "Save" buttons. On the left, a "just now" timestamp is next to a blue task icon. The main form 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  icon, compose the note and save.



The screenshot shows the "Add Note" form in the same ticket interface. It features a rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, text color, font size, bulleted list, numbered list, link, unlink, image, and link preview. The text area contains "Please call tomorrow evening". The user "Jayanthi Kumar" with email "jayanthi.kumar@puzzel.com" is shown at the top of the editor. A "Cancel" button and a "Save" button with a dropdown arrow are at the top right.