


## 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**.

Test ticket

via ticket

✕ Cancel

💾 Save

just now

🗨

Comment/Note:

Send an email

Users:

Jayanthi Kumar ✕

Follow-up date

21.09.2020

📅

Follow-up 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  icon, compose the note and save.

Test ticket

via ticket

Cancel

Save

just now

Jayanthi Kumar jayanthi.kumar@puzzel.com

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GO

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Please call tomorrow evening