



You'll notice that the default when you start with a note is to make the new ticket Awaiting .User - so you may need to edit the status, depending on the context of the ticket

Of course, you can switch back to the ticket message tab if you realise you do want to send .a message after all

We're going to be rolling this out to your Cloud helpdesk soon. (DeskPRO On-Premise .admins: you can update your helpdesk to version #407 or greater to get this right now