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New Tickets Should Have Notes Tab Finished

- Kurt
- **Име на форума:** #Feature Request

When creating a New Ticket it would be very advantageous to be able to log the call in the Notes tab.

 Currently the call flow for inbound calls is a bit clunky without having this feature. Reps. need to keep notes in Notepad and then paste them in afterwards.

Коментари (3)

Sally Vaughan

преди 10 години

This would be a great feature!

V **Valentina**

преди 9 години

Definitely

Ralph

преди 9 години

Absolutely necessary for phone tickets! WE just want to log information for the agent and do NOT send the customer a reply. So we NEED the notes tab.