Deskpro

New Tickets Should Have Notes Tab Finished

- Kurt
- **Forum name:** #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.

Comments (3)

Sally Vaughan

10 years ago

This would be a great feature!

V **Valentina**

8 years ago

Definitely

Ralph

8 years ago

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.