



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).