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Create ticket with Note Finished

- Markus Finster
- **Forum name:** #Bug Report

We're using on-prem version 2019.7.3. - and when I create a New Ticket and switch to NOTE, it still says "Save Note as Awaiting User", and not

"Save Note as Awaiting Agent" as it says here:

<https://support.deskpro.com/en/news/posts/new-feature-start-a-ticket-with-an-agent-note>

Comments (2)

Matthew Wray

4 years ago

Hi Markus, Currently this follows the default settings as defined in Admin > Tickets > Settings > Ticket Defaults > New Ticket > Set status It is only possible to set the same status whether you are starting the ticket with a reply or a note so I guess this would be a feature request to split out the default for notes and replies?

Eloise Rea

5 months ago

Hi Markus, I'm just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I've taken a look into this issue regarding creating a new ticket with a note and I can see this has now been fixed. I'm very sorry for the delay in providing an update here. We have since implemented weekly release cycles and reviews to ensure you are always up to date.