



مركز المساعدة > Ordering tickets according to the date of the last modification when < مركز المساعدة > adding a Note

## Ordering tickets according to the date of the last modification when adding a Note Collecting Feedback

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Adding a Note to a ticket doesn't affect on the "date of last reply" parameter. It would be very useful if there would be a new parameter "date of last modification" which would change when i add a Note to a ticket or .modify a custom field