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New Tickets Should Have Notes Tab Finished

- Kurt
- **Forum Navn':** #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.

Kommentarer (3)

Sally Vaughan

10 år siden

This would be a great feature!

V Valentina

8 år siden

Definitely

Ralph

8 år siden

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.