



<u>Help Center</u> > <u>Spätná väzba</u> > <u>Feature Request</u> > <u>Adding Internal Notes Using Triggers</u> Adding Internal Notes Using Triggers Finished

- Kris van der Starren
- Forum name: #Feature Request

Being able to add internal notes to a ticket via a trigger would be a useful feature. For example, if there were special instructions for a client, these could be automatically added to the ticket using the trigger.

Comment (1)

Chris Padfield

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This featured has been completed and will be released shortly.