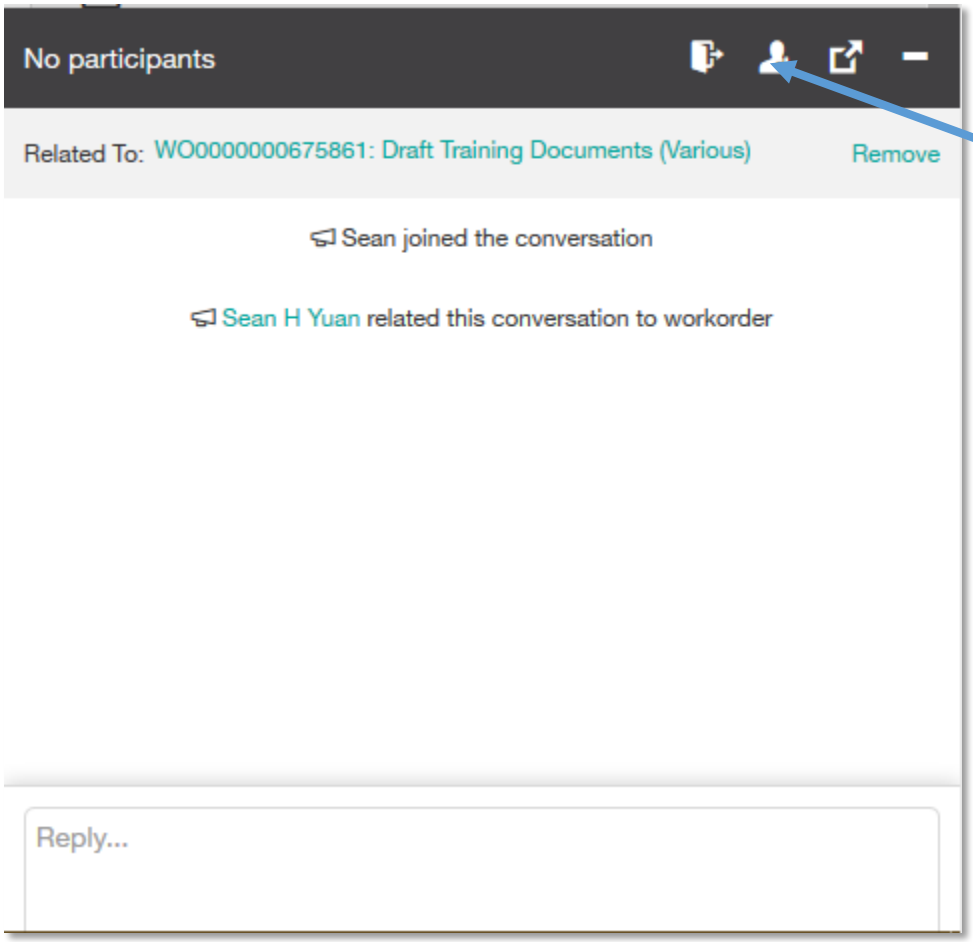
Chatting about a Ticket

Chatting through the ticket detailed view provides various benefits:

- Ticket information is automatically attached with the chat
- Online members inside the chat can send and receive instant messages

1. After opening the detailed view of the ticket, click the curved arrow icon near the incident title, then select Chat about this Incident/Work Order/Change. A Chat pane will open.

2. Enter the recipient(s) and fill out the message. The ticket will automatically be attached if the recipient has permission to view it.