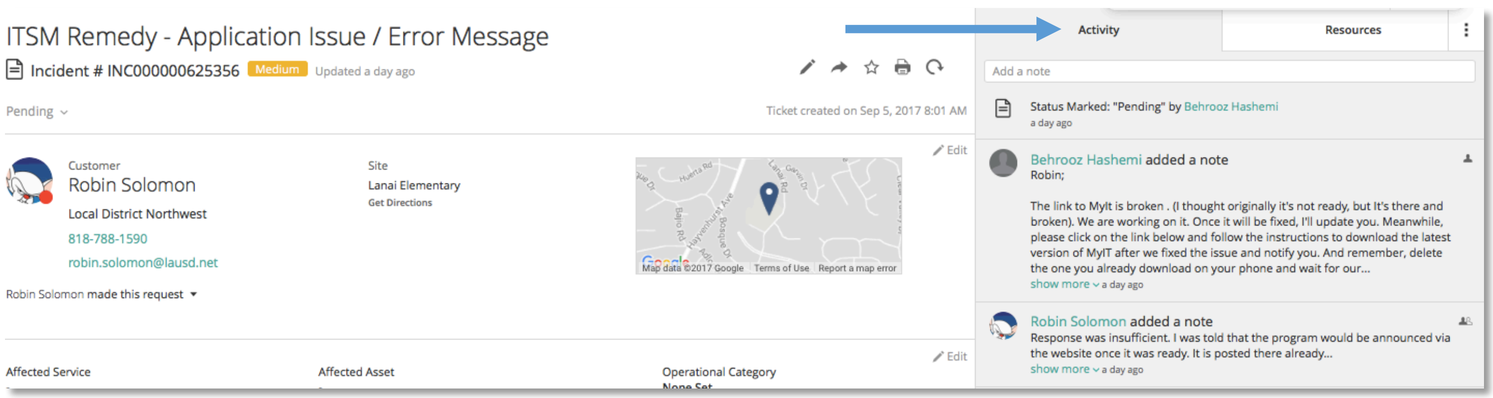
Adding Work Notes

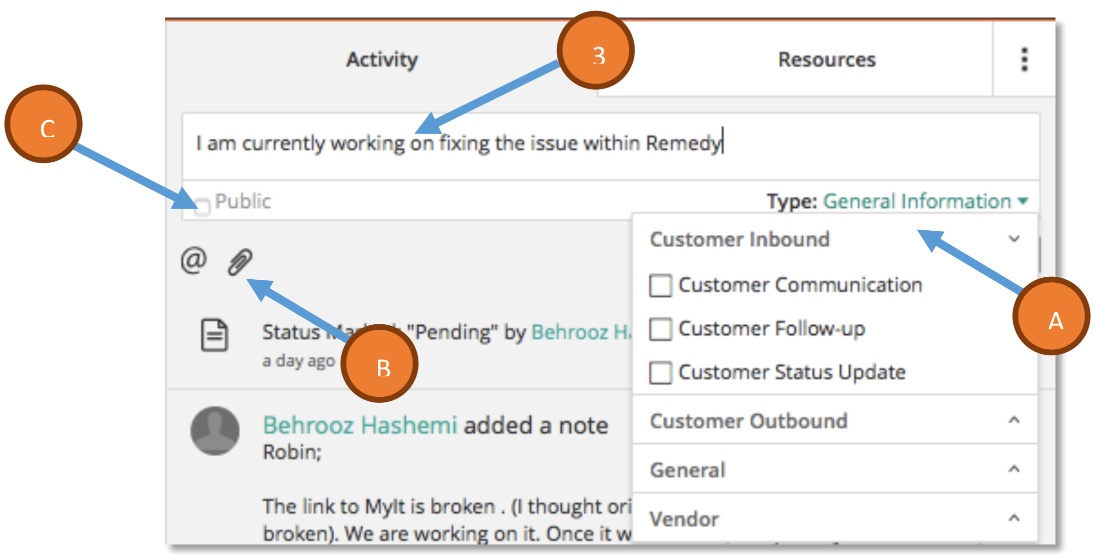
- The information in this area provides a time-based account of events and notes associated with the ticket. You can use the information in this area to understand the history of the ticket, who has worked on it, what they have had to say about it, when it's status changed, and so on.
- Note: You can use @ (at sign) to mention someone in the Activity feed, and that user will receive a message in Updates. To use this capability, the user must have access to the ticket.

1. From the Ticket Console, click on the ticket that requires work notes.
2. After opening the detailed view of the ticket, you'll see the **Activity** pane on the right.



3. Click Add a note (required), then enter your text.

A	Use the Type dropdown list to classify your note.
B	To add an attachment, click or tap the paperclip icon, then select the desired file.
C	To make your entry Public to the customer, click on the Public box and enter your update



4. Click Save when finished.