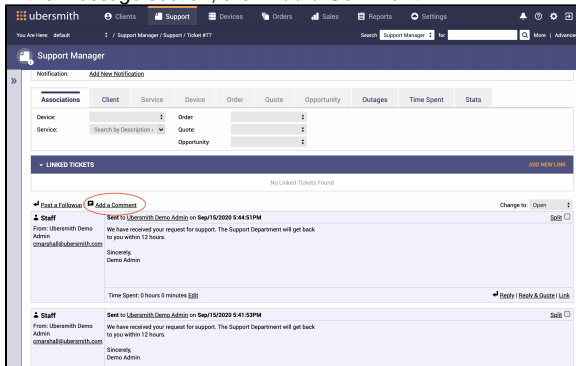


Adding a Comment

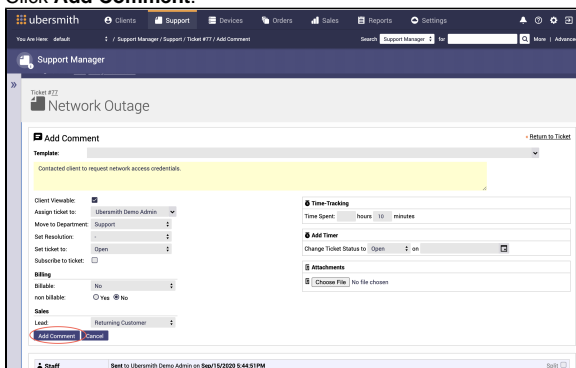
You can add a comment to a support ticket, and while doing so, make various changes to the ticket, as needed. A comment is not a response to the client and is stored as part of the ticket's history. Comments are used to facilitate information about the ticket, such as other user's suggestions or notes that the client may or may not be able to read. Setting a comment to private makes it only readable by users. A public comment is readable by the client from the client interface.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. In the **Message** section, click **Add a Comment**.



The **Order Manager – Add Comment** page appears.

4. In the **Template** field, select an appropriate template.
5. In the **Body** field, enter the contents of the comment.
6. Select **Client Viewable** if you want the client to be able to see your comment.
7. In the **Assign ticket to** field, select a different user to assign the ticket to.
8. In the **Move to Department** field, select a different department to move the ticket to.
9. In the **Set Resolution** field, select a resolution for the ticket.
10. In the **Set ticket to** field, select a different [ticket type](#).
11. Select **Subscribe to ticket**, if you want to follow the support ticket.
12. If you have any custom support fields, they will be available to select.
13. In the **Time-Tracking** section, enter the amount of time spent working on the ticket in the hours and minutes fields.
14. In the **Add Timer** section, select a different ticket status in the **Change Ticket Status to** field, and then enter the date to make the change.
15. In the **Attachments** section, click **Choose File** and navigate to the attachment you want to include in the comment.
16. Click **Add Comment**.



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