

Adding Comments to Tickets

This guide illustrates the multiple ways comments can be added to tickets.

Written By: Jennifer Harding



Step 1 — Adding Comments to Tickets

1000) Orwique East (0) +	<u>k</u>		Quick (1) Country	Invoice 0.707 > Repair Orders	>Repair Order 8-3278 > Esti	inate 0.3545 > Appointments)	Helo exter(nate 0.3534	Omnique Shop Mget (4580				Quote C	New Daty Ticket Daty Report	Orders > Repair Order 0-3278	>Estimate 0.3545 > Appoir	tments > E
TICKET DETAILS COMMEN	NTS O ATTACHMENTS (C ERRORS O WAS	ENINGS 🧿		🖶 Print 💊	Service Tag 🔛 Email	🛛 sms 💟 I	Reschedule	APPOINTMENTS	TICKET DETAILS	ATTACHMENTS 🕢 E	RRORS 🔕 WAR	NINGS O		Print	Service Tag	Imail
Estimate 0-3534						Created: 05/15/2	1018	-	L CUSTOMERS	No Comments							
CUSTOMER /	,	VEHICLE /		TICKET INFO		FEES 2			Тимесьоск	Add Comment							
Tony Stark 123 Main Ave		2005 MAZDA 6 I TYVHP80C755M37506		Appointment: Mileage:	05/29/18, 09:00 AM 150000 / 150000	Parts		\$0.00	PARTSLABOR								
Denver CO 00207		qqx668 / CD		Market Source: Sub Market Source:	New Customer	Labor Subtotal		\$80.00	i REPORTS	K							
Phone Number(s) (866) 435-2100		Vehicle History QuickChart		Customer PO:	-	Misc Charges V											
				Tax Exempt Number: Service Adv:	_	TOTAL		\$91.80	and the second								
support@omnique.com				Default Tech: Estimated Comp:	_			,	CONFIGURATION								
				Location: Ticket Type:	- Customer Pay				CO LIVE HELP								
PARTS & LABOR							SUBTOTAL	L: \$80.00									
Part #	Qty: 1	1	+ Q Quid	kParts QuickParts Orderi	ng												
DICKET	VENDORS	TECHS	DISCOUNTS	WARRANTY	COMMENTS	EXTRA	DECLINED										
Bulk Actions	-																
Number Descriptio	in			Qty	Parts Labor	Other Si	ubtotal	Actions									
Job-BIDB Brake Sy	ystem - Inspect c			1.00				-									
L4503068 Diagnosis	Anti-Lock Brake System			1.00 5	10.00 \$80.00	\$0.00	\$80.00	-									
					\$0.00 \$80.00		\$80.00										
					\$0.00 \$00.00	\$0.00	100.00		1010 Date Industries and Technologies Terms of Use Privacy								
									Statement								

- (i) There are two ways comments can be added to tickets: First to a whole ticket and second to an individual line item on a ticket.
 - To add a comment to a whole ticket, click on the **Comments** tab located toward the top of a ticket.

Step 2 — Adding Comments to Tickets

	Click on Add Comment.
Consigue Stug Myrrf (15000) Omman Elet (l) = 🗑 Guide 👔 New 🗃 Report Helo consequencias -	
KystepAstep KystepAstepAstep KystepAstep KystepAstepAstep KystepAstep	
🖬 CASHEDARDO	
L CUSTOMERS No Comments	
No Contents	
TARCLOCK AS Comment	
ái neports	
energie energie energie energie transmit Statement Statement	

Step 3 — Adding Comments to Tickets

Omnique Shop Mgrrl (458000)	Omnique East (0) +		Quote D New Guote D New	Daily Report ce 0-707 > Repair Orders > Repair Order 0-32	78 > Estimate 0-3545 > Appointmente	Helo owner@omnique +
DASHBOARD		ATTACHMENTS Ø ERRORS 0	WARNINGS 📀		int 💊 Service Tag 🚑 Email	
CUSTOMERS	Back	-				
TICKETS	Edit Comment					
TIMECLOCK PARTS/LABOR	Employee Number *					
REPORTS	Reports.*	AI				
ADMINISTRATION	Comment *	None Estimate Repair Order				
CONFIGURATION		Invoice				
	URL (Optional) *					
						Save
© 2018 Circle Industries and Technologies						
ferms of Use Privacy						

- In order to enter comments in this section, an employee number is required.
- Click on the Reports drop down in order to select which printouts the following comments will be displayed on.
- Enter comments in the Comments box.
- Enter a URL to a comment (when applicable).

Step 4 — Adding Comments to Tickets

	Omnique East (0) +		aute 🙂	New Daily Ticket Report			Helo owner@onnique +	Omnique Shop Mgmt (450000) Omnique Eas	(0) =		Quick 🕛 N Quicke	icket 🤐 Report			Helo owner@on
MRD DRM							nates > Estimate 0.3534			VEHICLE /		TICKET INFO		FEES /	
IMENTS	TICKET DETAILS COMMENTS	ATTACHMENTS O ERRORS O	WARNINGS 📀		Print V	Service Tag 🚔 Email 🔲 S	MS Reschedule	APPOINTMENTS Tony Stark 123 Main Aur		2005 MAZDA 6 I		Appointment:	05/29/18, 09:00 AM 150000 / 150000	Parts	
ERS								L CUSTOMERS Deriver CO 8	3207	1YVHP80C755M37506		Miloage: Market Source:	New Customer	Labor	1
	Estimate 0-3534					Created: 05/15/2018	-	B TICKETS Phone Humi		Vehicle History GuickChart		Sub Market Source: Customer PD:		Subtotal	1
	CUSTOMER /			TICKET INFO		and a		(366) 435-29	10	data cian		Tax Exempt Number:		Misc Charges 🛩	
жĸ	Tony Stark	VEHICLE // 2005 MAZDA 6 I		Appointment	05/29/18, 09:00 AM				omnique.com			Service Adv: Default Tech:	-	TOTAL	1
ABOR	123 Main Ave Denver CD 80207	11/1HP80C755M37506		Mileape:	150000 / 150000	Parts	\$0.00 \$80.00	PARTSLABOR				Estimated Comp:	-		
		ggo668 / CO Vehicle History		Market Source: Sub-Market Source:	New Customer	Labor Subtrhal	580.00	SÍ REPORTS				Location: Ticket Type:	Customer Pay		
RATION	Phone Number(x) (865) 435-2100	GuickChart		Customer PD:	-	Misc. Charges 🗸	\$11.00								
	Sector Sector Sector			Tax Exempt Number: Service Adv:	-	TOTAL	\$91.00		BOR						SUBTOTAL
RATION	support@omnique.com			Default Tech: Estimated Comp:	-						T. L. L.				
#LP				Location:	2			R LINE HELP		Qty: 1	+ Q Quick	Parts QuickParts Ordering			
				Ticket Type:	Customer Pay			L	TICKET	VENDORS TECHS	DISCOUNTS	WARRANTY	COMMENTS	EXTRA	DECLINED
	PARTS & LABOR						SUBTOTAL: \$80.00	Number	Description			Comment			٨
	Part #	Qty: 1	+ Q Qui	ckParts QuickParts Orderi	· K			Job-BiDB	Brake System - In	spect or Diagnose		1			1.24
	0	VENDORS TECHS	DISCOUNTS	0	0	C EXTRA D	0	L-4903068	Diagnosis Anti-Lock B	rake System	EXAMPLE COM	IMENT			~
	TICKET	VENDORS TECHS	DISCOUNTS	WARRANTY	COMMENTS	EXTRA D	IECLINED				7				
	Number Description			Comment			Actions			/					7
	Job-BIDB Brake System - In	spect or Diagnose		1											
	L-4903068 Diagnosis Anti-Lock	Rzaka Stystem					-	20.000							
3															
4															
								2010 Circle Industries and Technologies							
Industries								Terms of Use Privacy							
indumien eligen								Statement							

- To add a line Item comment, click on the comments tab inside of the Parts & Labor section.
- Click on the Actions Menu to add a new comment or edit an existing comment. Each line on a ticket will have its own Actions Menu.

Step 5 — Adding Comments to Tickets

nique Shop Mgmt (458000)	xo) Crennique East (0) +	New 🔤 Delty Ticket 📾 Report	Helo ownee@enrique +
15HBOARD	CUSTOMER / VEHICLE /	TICKET INFO	FEES Ø
POINTMENTS	Tony Stark 2006 MAZDA 6 i 123 Main Ave 11/VHPB0C755M37506	Appointment: 05/29/10, 09.00 AM Miloage: 150000 / 150000	Parts \$0.00
STOMERS	Denver CO 80207 qqp668 / CO	Market Source: New Customer Sub Market Source:	Labor \$80.00 Subtotal \$80.00
KETS	Phone Number(s) Vehicle History (066) 435-2100 QuidkChart	Customer PD:	Nisc Charges V \$11.00
ECLOCK		Tax Exempt Number:	TOTAL \$91.00
RTSILABOR	support@omnique.com	Default Tech: Estimated Comp: Location:	
PORTS		Ticket Type: Customer Pay	
MINISTRATION	PARTS & LABOR		SUBTOTAL: \$80.00
	Part # Qty. 1 + Q	QuickParts QuickParts Ordering	
LIVE HELP	TICKET VENDORS TECHS DISCOUNTS		EXTRA DECLINED
	Number Description	Common	Actions
	Job-BIDB Brake System - Inspect or Diagnose	1	
	L-40006 Dispess AntLoS Bake System	COMMENT	7
18 Circle Industries ed Technologies of Use Privacy Statement			

- Add comments in the Comments box.
- To save new comments or editions, click on the Green Check Mark button. To decline/cancel, click on the Red X button.