



# HOW TO VIEW AND ADD COMMENTS TO A TICKET

Fusion Connect Client Portal

## Resources

Watch a Video:

[How View And Add Comments To A Ticket](#)

More Resources:

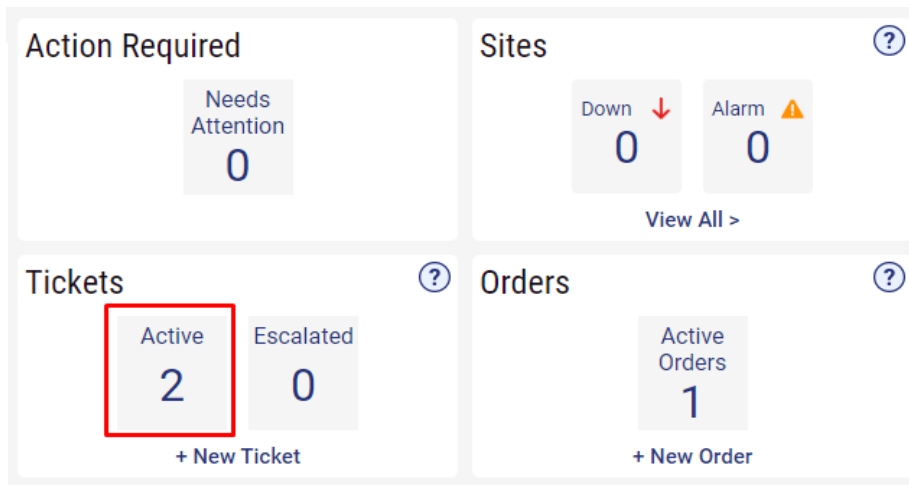
See a complete list of Fusion Connect Client Portal self-support documents here:

<https://www.fusionconnect.com/support/portal-support>



### How do I view and add comments to a ticket?

You can view and add comments to a trouble ticket by clicking on the **“Active”** button in your Ticket Tile:



A new tab will open listing your Active tickets. **Click on the Ticket id** to open/access your ticket:

Filter: Status | 2 Items

Ticket Id	Site	Category	Sub-Category	Open Time
AN9990221	LITTLE RIVER	Voice Admin	Webex	10/10/2024 9:37:25 AM
AN9909978	LITTLE RIVER	Voice Repair	Call Quality Issues - Full Site	07/18/2022 6:06:45 PM

Note: there are 3 ticket statuses:

- **Open** – The ticket is ready to be assigned to an agent.
- **Owned** – The ticket has been assigned to an agent.
- **Closed** – The ticket has been closed.

Corporate Account For Cloud Ser Customer Overview > Corporate Account For Cloud Ser Billy Fisher Site

Ticket AN10312340

Ticket AN10312340	Description This is a TEST / DEMO TICKET for Training and Portal purposes.  ***Please DO NOT work nor close this ticket.***
Status <b>Owned</b>	Comments 12/14/2023 07:42 AM - Fisher,Billy Hello,  Pertaining to this ticket, you can call me @ 704-421-5555, or email me @ noreply@fusionconnect.com. Thank you.

Open Time  
12/14/2023 07:38 AM

Category  
Voice Repair > Webex

---

Site  
Billy Fisher

User Billy Fisher Line ID 591868

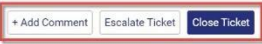
Billcode NC59186935 Service Type Standard

You can add a comment, escalate, or close a ticket by selecting the corresponding button.

Note: The **Escalate Ticket** and **Close Ticket** buttons are only available for tickets that have a status of **Owned**.

Corporate Account For Cloud Ser Customer Overview > Corporate Account For Cloud Ser Billy Fisher Site

Ticket AN10312340

Ticket AN10312340	Description This is a TEST / DEMO TICKET for Training and Portal purposes.  ***Please DO NOT work nor close this ticket.***	
Status <b>Owned</b>	Comments 12/14/2023 07:42 AM - Fisher,Billy Hello,  Pertaining to this ticket, you can call me @ 704-421-5555, or email me @ noreply@fusionconnect.com. Thank you. Emailed to: Billy Fisher@fusionconnect.com	

Open Time  
12/14/2023 07:38 AM

Category  
Voice Repair > Webex

---

Site  
Billy Fisher

User Billy Fisher Line ID 591868

Billcode NC59186935 Service Type Standard

After selecting the appropriate button, you can enter your Comment and select **Submit** to add your comments to the ticket.

*Note: If the **Close Ticket** button was selected this will also close the ticket.*

The screenshot shows a web form titled "Add Comment". It contains three input fields: "First Name" with the value "Jacob", "Last Name" with the value "Pound", and "Comment \*" which is currently empty. To the right of the comment field is a small icon of a document with a checkmark. Below the input fields are two buttons: "Submit" and "Cancel". The "Submit" button is highlighted with a red rectangular box, and a red arrow points from the left towards it.