



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 **Ticket Id** in the Tickets tile.

Tickets			
<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> Open 2 </div>			
Ticket Id	Site	Category	Open Time
AN10312340	Billy Fisher	Voice Repair	12/14/2023 7:38:49 AM
10279053	Billy Fisher		08/30/2023 12:32:17 PM

On the Ticket page you can view the Ticket number, a Description of the reason for the ticket, the Status of the ticket, and the Comments on the ticket.

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 Owned	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

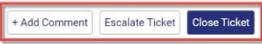
Billcode NC59186935 Service Type Standard

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

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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 the following elements:

- First Name:** Text input field containing "Jacob".
- Last Name:** Text input field containing "Pound".
- Comment *:** A large, empty text area with a red border and a small blue icon in the top right corner.
- Buttons:** Two buttons at the bottom: "Submit" (highlighted with a red box and a red arrow) and "Cancel".