

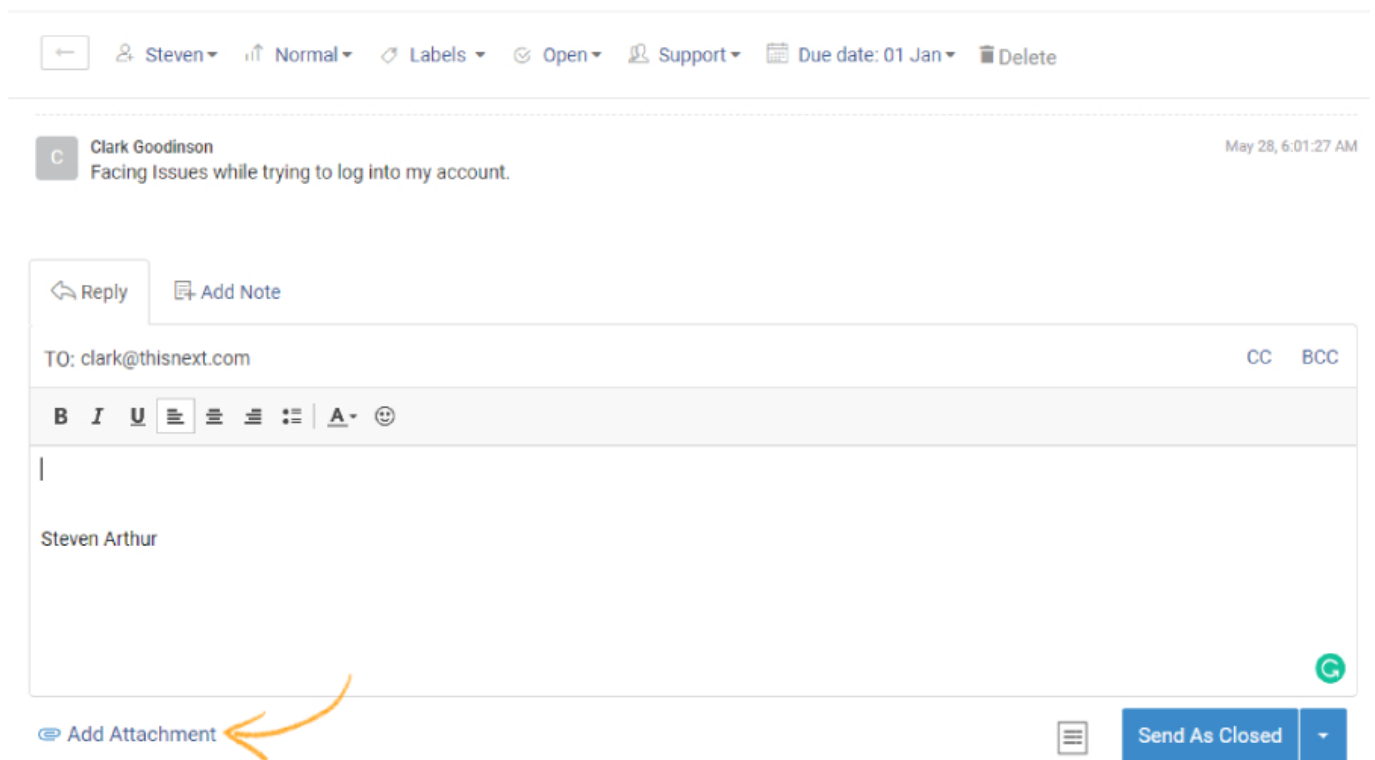
How to Add Attachments and Notes to a Ticket Response

Add Attachment to a Ticket Response

With ProProfs Help Desk, you can add attachments while responding to a ticket. You can send files such as Word documents, excel sheets, images, etc. The maximum file size you can send at once is 20 MB.

Here's how you can add an attachment to your ticket:

Open the desired ticket and click **Add Attachment** at the bottom of the screen, then select a file from your hard drive.



Add Note to a Ticket

You can add internal notes for your agents. Internal notes are visible only to your agents who are working on a particular ticket.

Benefits of internal notes:

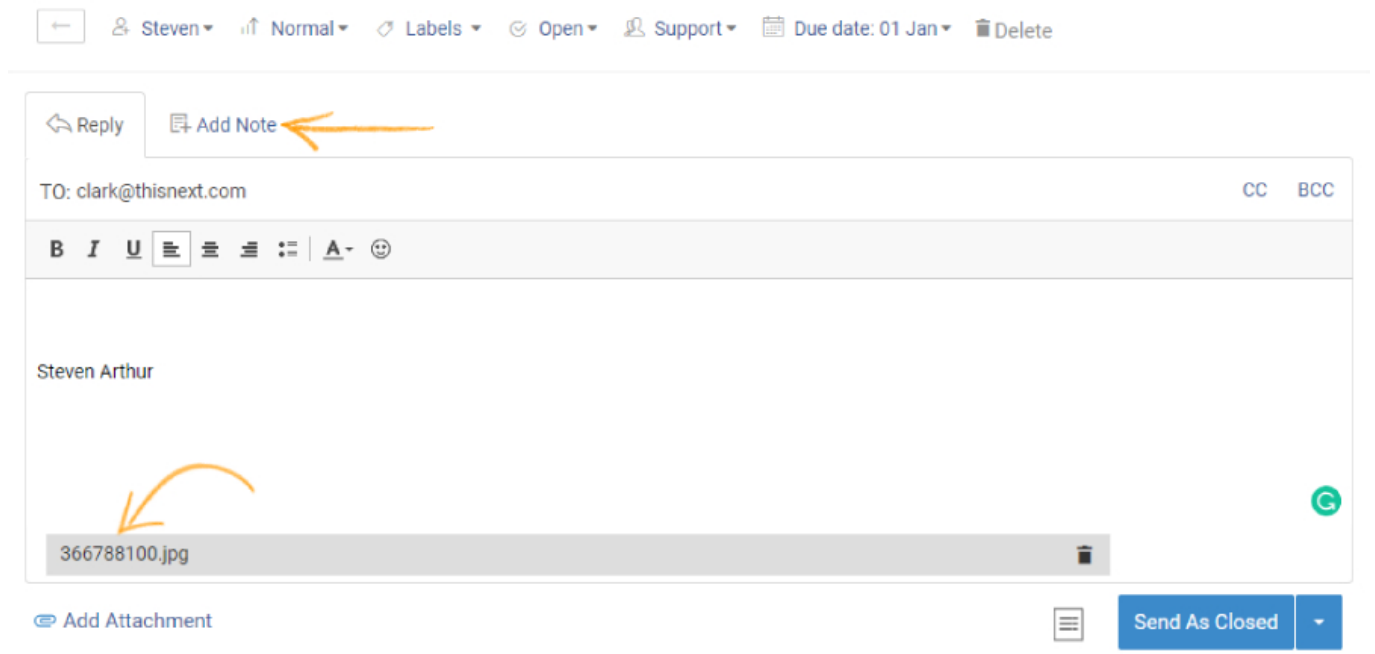
- Give reminders to your agents about tickets

- Advise agents on how to deal with a certain ticket

For example, a reminder for the upcoming due date of a ticket.

Here's how you can add an internal note to a ticket:

Step 1: Open a note and click **Add Note**.



In the above screenshot, the added attachment is visible, you can delete the added attachment, click the delete icon for the attached file.

Step 2: Enter the text in the field provided and click **Save as Note** to add it to the ticket.

← Steven ▾ Normal ▾ Labels ▾ Open ▾ Support ▾ Due date: 01 Jan ▾ Delete

C Clark Goodinson
Facing Issues while trying to log into my account.

May 28, 6:01:27 AM

↩ Reply **+** Add Note

Issue persistent with other users from the same geographical location. High Priority! Resolve immediately!



366788100.jpg



Save as Note

Related Articles:

- [How to Close Tickets?](#)
- [How to Set up Automated Emails for Ticket Rating?](#)
- [What are Agent Roles & Responsibilities provided in Help Desk?](#)