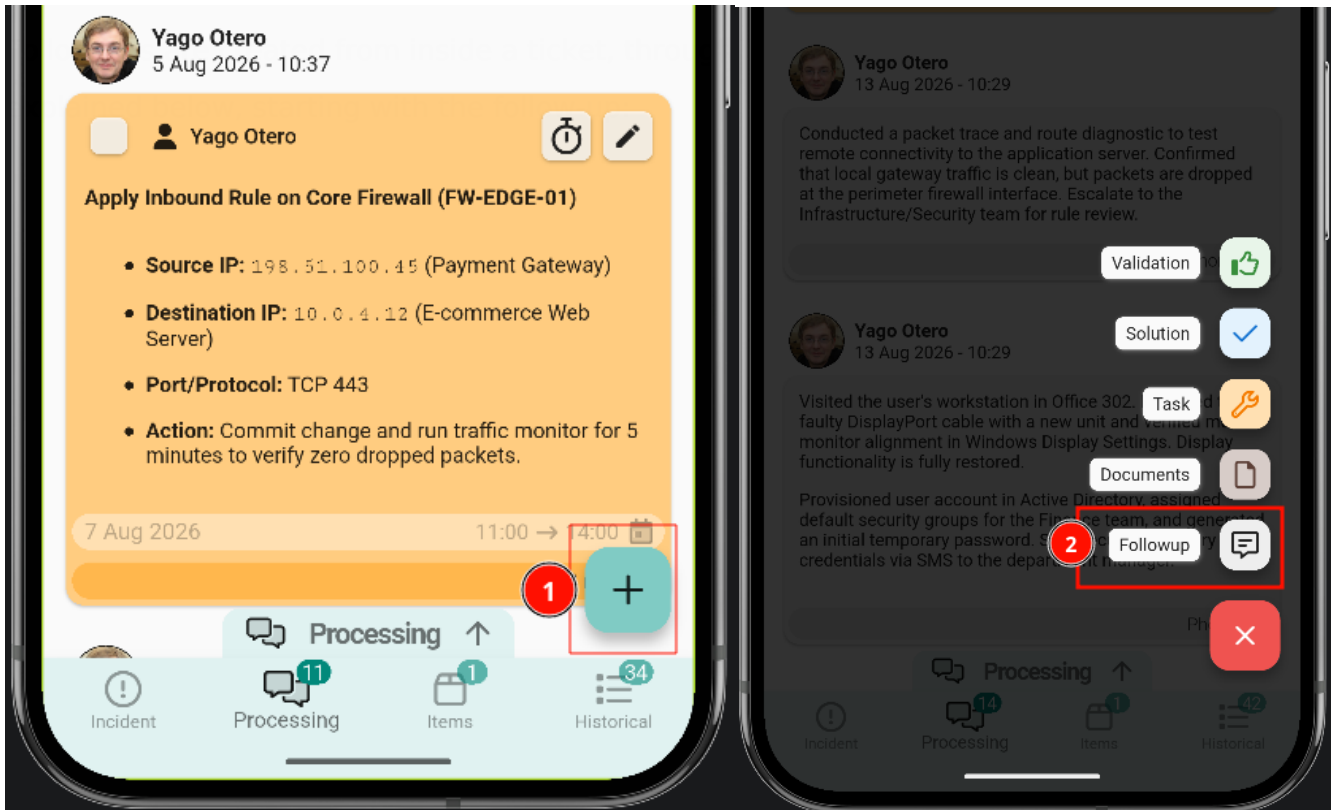




Create a Followup

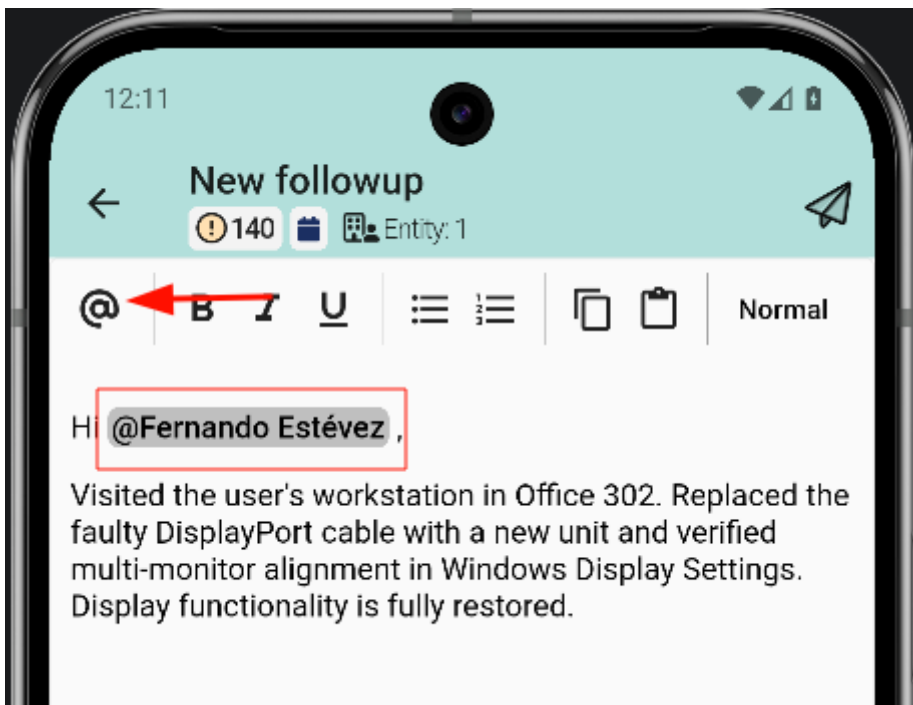


The creator opens a text editor where the follow-up is written in detail, with options such as numbered or bulleted lists, copy and paste.

Mention people

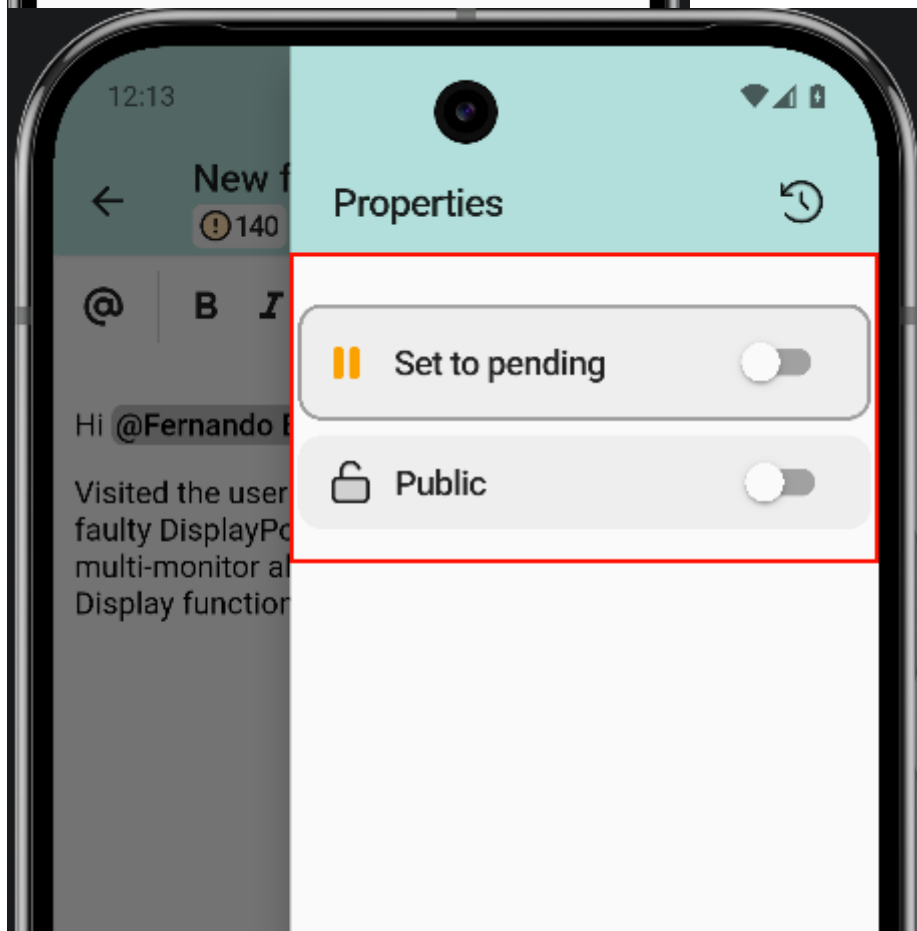
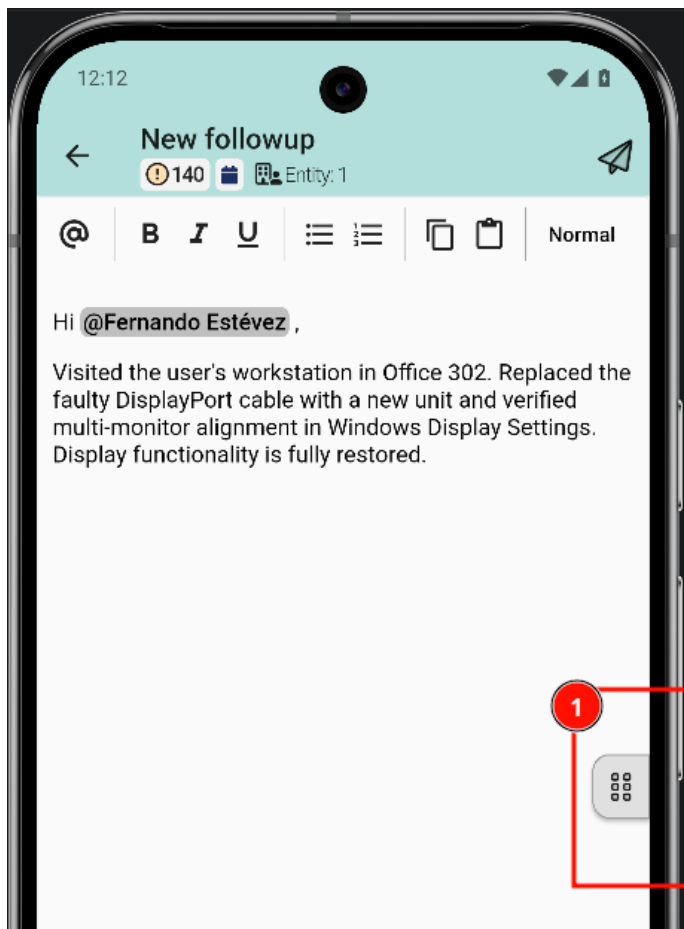
Colleagues can be mentioned with the @ symbol. The steps are the following:

1. Tap the @ symbol.
2. Search for the colleague in the list.



1.2 Additional options for the follow-up

The follow-up can have two additional options: mark the ticket as **on hold** or as **public**. To mark these options, go to the hamburger menu on the right.



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