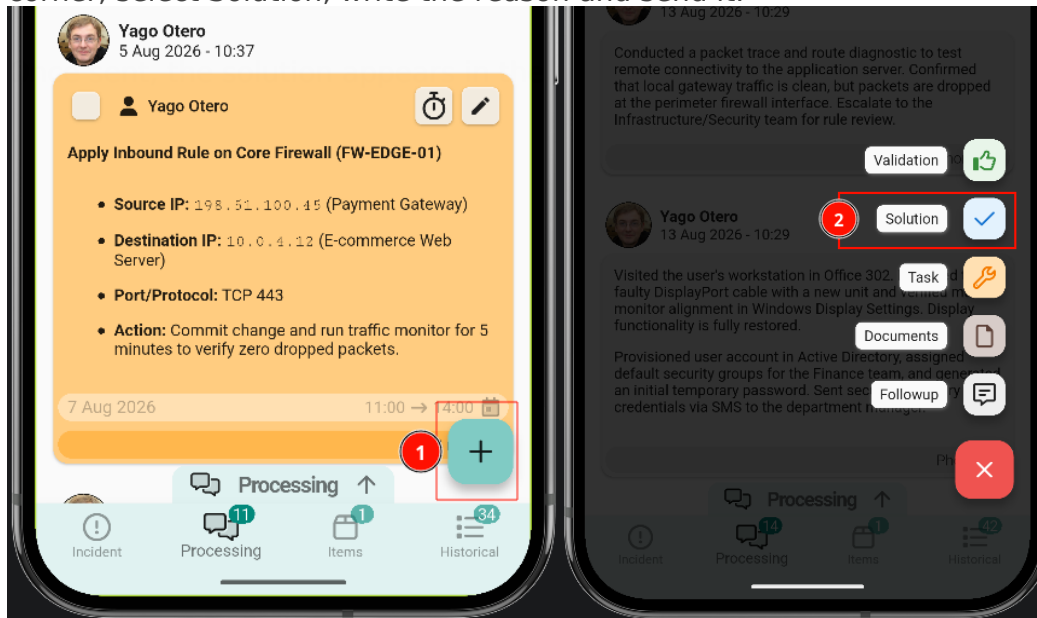
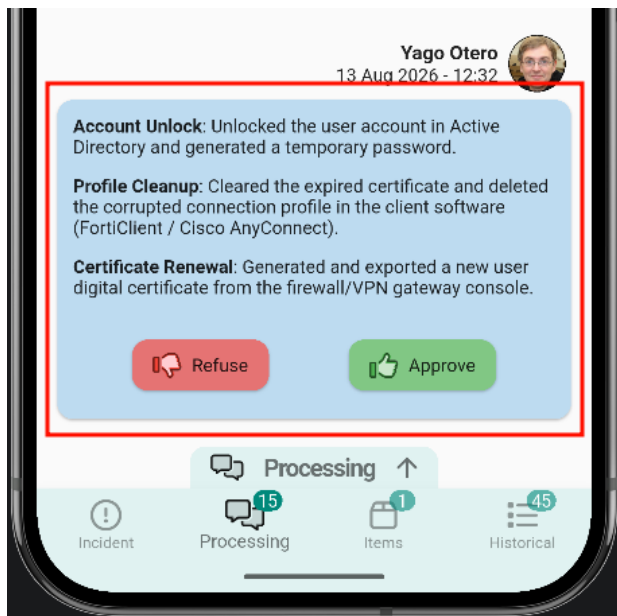


Create and modify Solutions

Solutions are created the same way as follow-ups or tasks: tap the button in the bottom-right corner, select Solution, write the reason and send it.

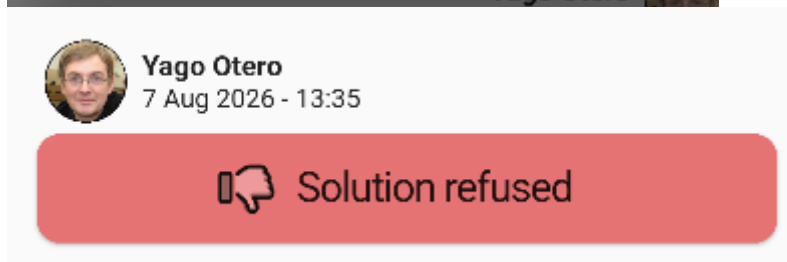
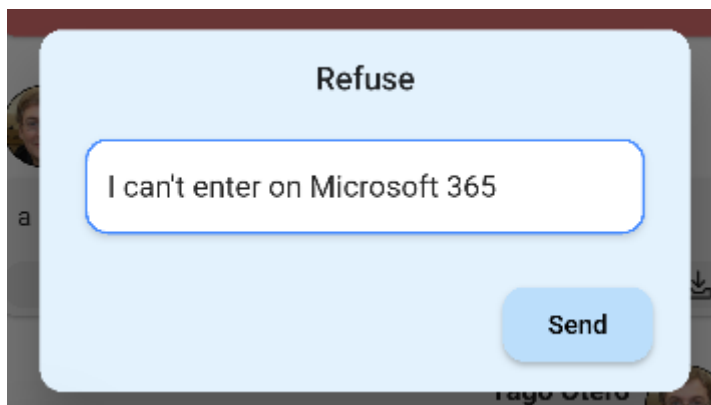


Approve or reject.



Reject the solution

Rejecting the solution asks for a reason. The message list then shows it as rejected.

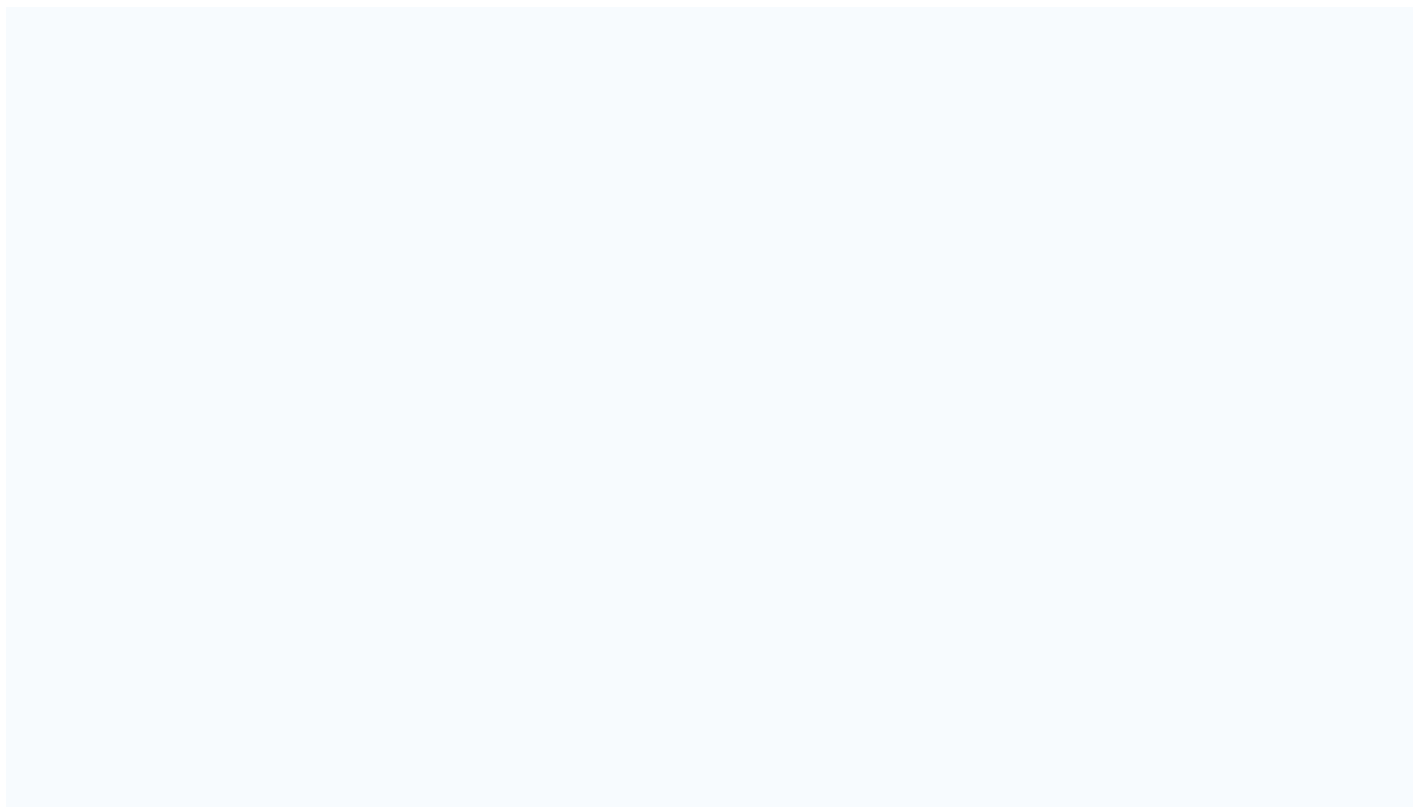


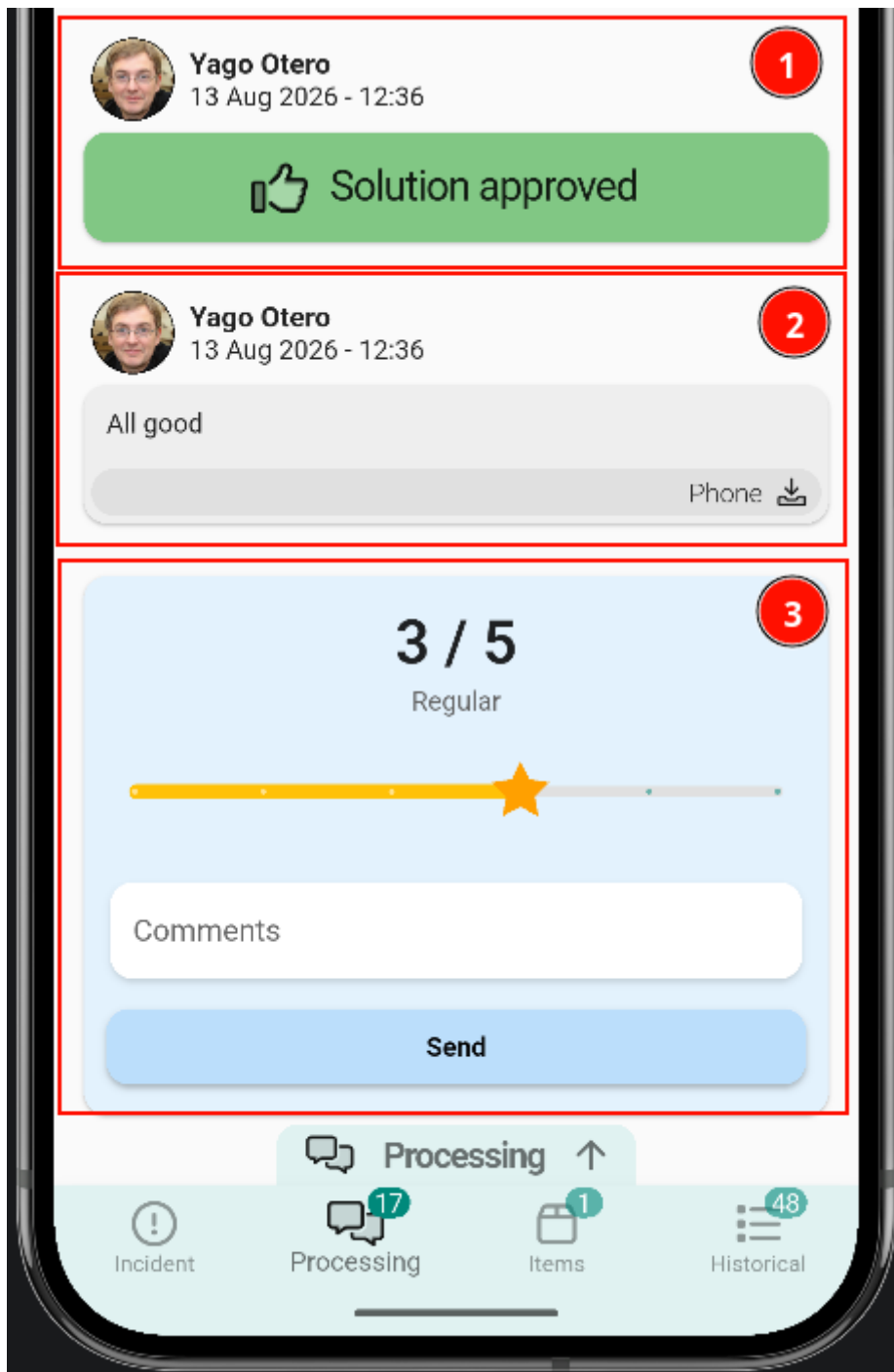
Approve the solution

Approving a solution asks for a comment; once it is sent, the ticket is closed. The ticket may be closed, but a satisfaction survey remains open, where the solution can be rated from 1 to 5.

Once the solution is approved, no further updates can be written to the ticket.

1. The approved solution is shown in the message list as approved.





Revision #8

Created 2026-08-07 11:35:04 UTC by Yago Otero

Updated 2026-08-14 12:32:30 UTC by Yago Otero