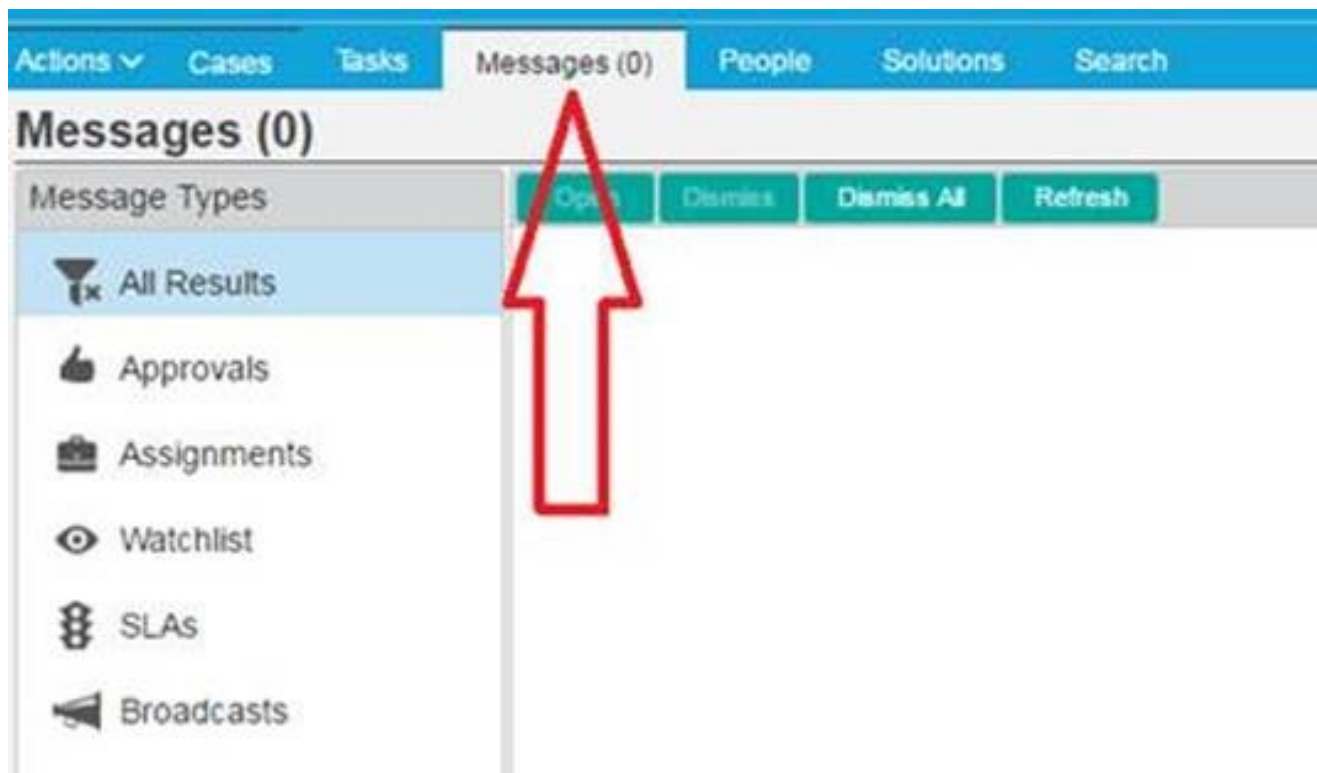


Ability to create a message indicating that a ticket has been updated by the case submitter and have it displayed in Messages section so they know when a ticket assigned to them has new information.

Message Display Area:



Ability to create a message indicating that a ticket has been updated by the case submitter and have it displayed in Messages section so they know when a ticket assigned to them has new information.

Modify Action > CaseUpdated ✕

Form Name* COL:CASE:Case ▼

Action Description* CaseUpdated ☰

Action Type* Message ▼

Message Type* Note ▼

Message Text* ☰

- Error
- Warning
- Note
- (clear)

Save Save & Close Close