

# A possibility to configure Incident details to include Case chatter view

It would be good to Open possibilities to configure Incident details section by providing a possibility to add additional chatter view for Incident, which would work like chatter view on Case object. Agents working for Incidents could communicate directly with contacts using Case chatter view.

Such possibility would be useful to scenarios where Incident Case integrations are implemented, by providing possibilities to use case chatter feed directly.

The screenshot displays a Salesforce interface for an incident with ID IN00002663. The top navigation bar includes 'Incidents', 'Opened', 'New', 'Reload', 'Save', 'Actions', 'Agent Tools', 'Incident Form', 'Details', and 'SmartView'. Below this is a 'Hide Feed' button. The main content area shows two chatter views. The first view, labeled 'Original chatter view part of Incident details view', features a text input field, a rich text editor with buttons for Bold, Italic, Underline, Strikethrough, and Text Color, and a 'Share' button. The second view, labeled 'Additional chatter view which would work like Chatter view from Case object', is identical in structure. To the right of each view is a 'Follow' button and a 'Followers' section indicating 'No followers.' At the bottom, there is a search icon and a 'Show All Updates' dropdown menu.