

Fields in Comment Section Quick Guide

How To Change Some Fields Through Comment Section

What are the fields in comment section?

Changing Field Values

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Bug Tracker and Technical Support module are now equipped with functionality that can change field values in comment section. Any user in the topic selected in the 'Moderated By', 'Owner' or 'Assigned To' fields will have the right to use this.

1. Report Status – current status of the bug or technical issue.
2. Resolution – recommended resolution for the bug or technical issue.
3. Assigned To – current user assigned to oversee the reported bug and technical issue. The user other than the topic owner and moderators who can change the fields values through comment section.

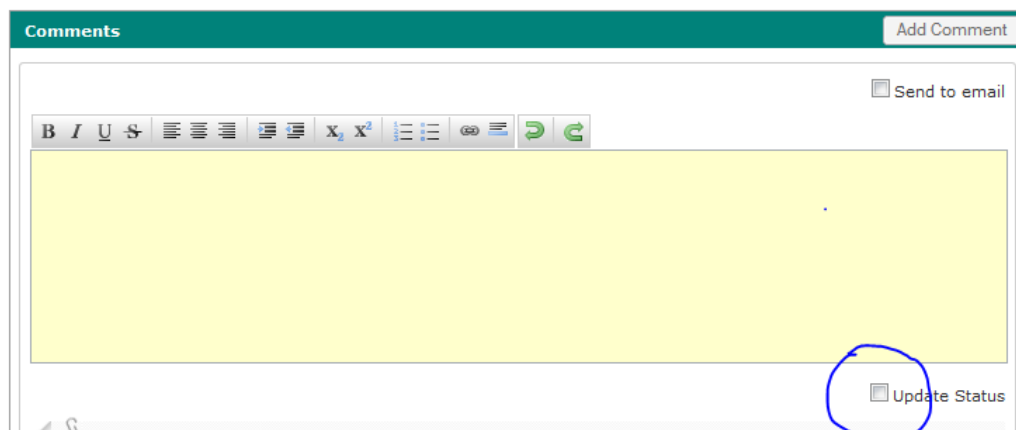
Changing Field Values

Here's how to change field values through comment section.

1. Click Add Comment button to open comment box.



2. Tick the Update Status checkbox located below the comment box to view the fields value selections.



Note: Only users assigned in 'Moderated By', 'Owner' and 'Assigned To' fields can see this option.

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3. Select value for the fields. The selection is pre-filled with values currently set for the topic.

4. Upon saving the comment, selected values will be reflected in the topic details and will also be shown in the posted comment.