

How To Allow Users To Edit Comments on Service Tickets

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Issue:

Users in SedonaOffice are experiencing an issue with not being able to edit comments in Service Tickets. They are able to add the initial comments to the Service Tickets, but they cannot edit them.

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Resolution:

This is caused by permissions. While users can add comments to service tickets initially, once that is saved, if they are not allowed to, they will not be able to edit the comments.

1. To update this, go to SedonaSetup > Go to User Groups
2. In User Groups, find the User Group that the impacted users are assigned to and scroll to the SV module access permissions.
3. Locate the permission labeled Edit Customer Comments and mark it if it is unmarked.

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4. Click Apply to save the change.

The user may need to close out of SedonaOffice and open it again to see the change.
