

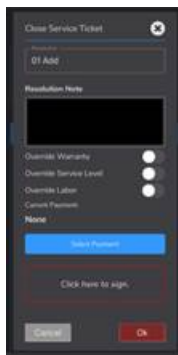
Sedona-X Resolution Note Rules

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Sedona-X resolution notes have some rules to follow when deciding if they are for customer viewing or if the resolution notes should be customer restricted.

These rules apply to manually emailing invoices:

- The resolution notes in a service ticket are a level 1 permission and have no restrictions.
- If a note is entered in the resolution note text box in the picture below, it will display in emailed invoice(s) for the customer.
- A Resolution note can't be a Level 2 or 3 in level restrictions.



These steps are an alternate method to prevent resolution notes from appearing on manually emailed invoices.

- The user can click on Notes in the Service Ticket, then add a note or their intended resolution.
- The user can pick any permission level; those notes will not show on manually emailed invoice(s).



