Comments on a job

Leave a note or ask the team something on the job itself. Type @ and a name to tell that person.

Steps

1. Open the job. On a computer, press its row in the Jobs list; it opens beside the list.
2. Under Comments, write your note. Type @ and pick a name to tell that person.
3. Leave it Internal for the team, or choose Customer-facing to also send it to the customer, then press Send comment.

Good to know

Somebody you mention is told in the bell. When somebody answers, everybody who commented before is told too.

Technicians see and write comments on their own jobs in the app. Orsa can read and add a comment too, after you confirm.

https://orshihq.com/help/job-comments