Watch Ticket

The **Watch Ticket** screen is used to set a user to watch updates on a particular ticket and be notified by **email** when a change occurs.

Any user can click the **Watch** button on the Ticket screen to enable or disable them from watching a ticket. The Watch Ticket is used for other users or agents who also want to be notified of any changes or replies to the ticket. The Watch Check box is used to enable or disable the current user from watching a ticket.

If the user is currently watching the ticket, the header message will read "You are watching this ticket" and the detail below it will read "You will receive email updates about any changes to this ticket".

Watch Ticket

OK   Cancel

Details   Watchers

You are watching this ticket

You will receive email updates about any changes to this ticket.

Watch Ticket: ☑

?   Edited

If the user is not watching the ticket the header message will read "You are not watching this ticket" and the detail below it will read "Start watching this ticket to receive email updates about any changes to this ticket.".
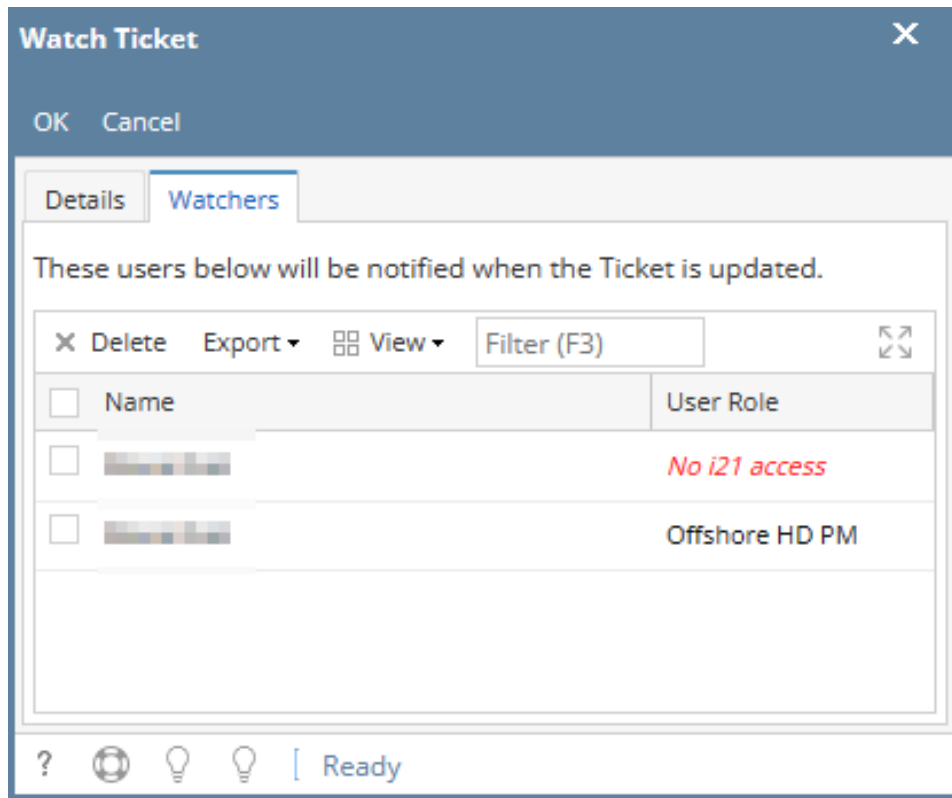
Watch Ticket

OK   Cancel

Details   Watchers

You are not watching this ticket

Start watching this ticket to receive email updates about any changes to this ticket.

Watch Ticket: ☐

?   Ready

By clicking the watcher tab, you may see the users who are watchers of the ticket

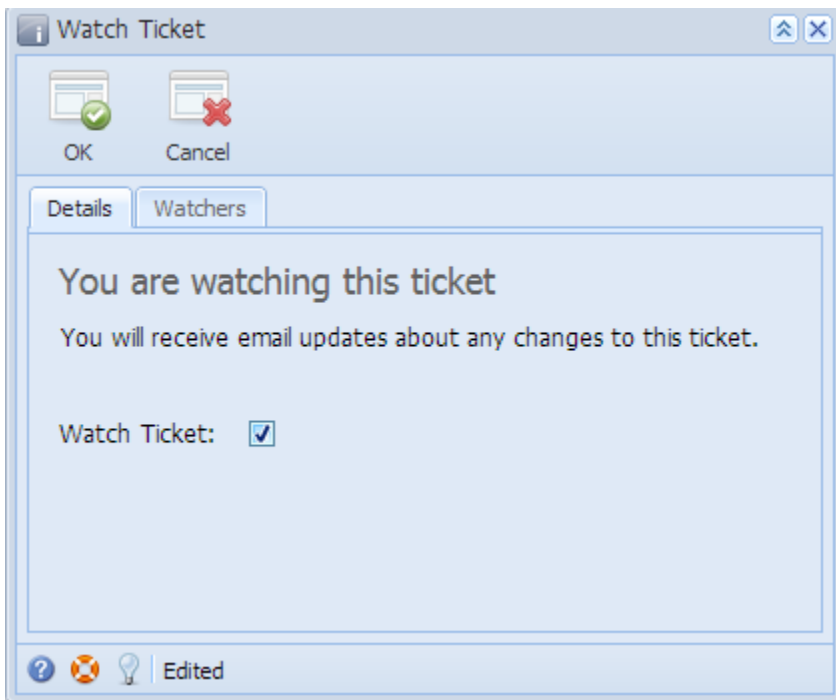A user may delete watchers for the ticket by clicking the 'xDelete' button

Notes:

1. The 'Contact' and 'Assigned to' of the ticket cannot unwatch the ticket to be able to monitor all changes being done to it.
2. Any user who edits the ticket will automatically be a watcher
3. Any user tagged in the conversations will automatically be a watcher of the ticket
4. If a user unwatches a ticket then before saving, edits the ticket, he will still not be a watcher.
5. If a user unwatches a ticket, save it afterwards then edits it, he will become a watcher again.
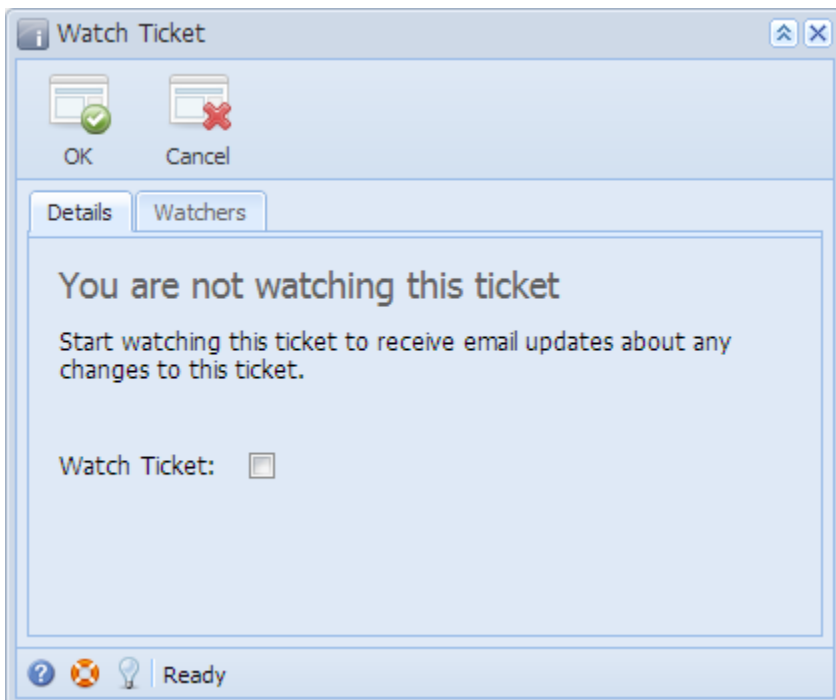6. Users cannot add watchers to the ticket

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Watch Video