

Received Support Requests

~ Messages ~

The tab shows all messages exchanged with the user inside one support request (ZZP) — the user's and yours — in chronological order, with the **{Date}** and **{Message}** columns. Above the list is a search box over the message text.

New messages to the user are entered here as well. All communication on one topic takes place inside the same request — see [One problem – one request](#).

Entering a new message

1. Open the new message dialog with the  button.
2. The **{Subject}** field is filled in with the request number and subject (e.g. “ZZP-9294, Batch orders”); extend it if needed.
3. Enter the message in the **{Text}** field.
4. Send the message with the **SEND** button. The user sees it in their **~ Messages ~** tab and receives an e-mail notification.

Internal message

The **{Internal message}** checkbox in the message dialog marks a message intended for the team only: it is sent to the person in charge and the associates, and the user does not see it.



An internal message can be sent only when the request has **{The person in charge}** and at least one associate in the **{Associates}** field (the **~ BASIC ~** tab), and the logged-in person is the person in charge or one of the associates.

Buttons

- **SEND** — Sends the message and adds it to the list.
- **DELETE** — Deletes the message; shown only in the *Edit* dialog.
- **CANCEL** — Closes the dialog without sending.

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