Comments



Inter-est have introduced a new Comments tab, the old one remains in Vision but will become readonly, so it important to be aware of how the new interface works.

Click on the Estimate ID to show the following view, note the Comments tab: -

🛟 Inter-est	Create new-estimate	View estimates	🛱 maching data 🛛 🗠 🕯	eçəlilər Mi	Enter search text 🔍 Search 🛃 0 🛓
			Viewing e	stimate: 01000902	
Estimate admin - Coming se	oon Vehicle - Coming soon	images Comments	Edit estimate		
	/		ata admin (this tab) - Coming soon. Vehicle - Com est images, upload images, filter an	This is currently to insight the subscript of the subscri	
Com	ments				
	G	eneral			Comments
Status	G	eneral	SENT	Total comments	Comments
Status Reg	G	ieneral	SENT SOBHAX	Total comments Authoriser comments	

To edit the estimate, click on the Edit estimate tab or click the Edit estimate button. Click on the Comments tab to display the following screen: -

🐑 Inter-est 🛛 Create new estimate 🖩 View estimates 🛗 Tracking data ピ Repairer MI	Enter search text Q Search 🦪 🚯 📩
Viewing estimate: 01000902	
Estimate admin - Coming soon Vehicle - Coming soon Images Comments Edit estimate	
All comments (0) Repairer comments (0) Authoriser comments (0) System messages (0) Sent (0) No comments	Add a comment
	Attention
	Add a comment
	Add a comment
	Save comment

The default Comments view shows all comments from both work providers and repairers, along with any system comments that have been added. The comments are shown as a timeline with the most recent comment at the bottom of the list. The logged in user's comments are indented to the right to distinguish ownership.

Users can filter comments using the tabs along the top to show just work provider, repairer or system comments. They can also filter comments to show only their own comments using the Sent tab.

😯 Inter-est 🛛 Create new estimate 🖩 View estimates 🋗 Tracking data 🗠 Repairer Mi	Enter search text Q Search 🚀 3 🛓
Viewing estimate: 01000902	
Estimate admin - Coming soon Vehicle - Coming soon Images Comments Edit estimate	
All comments (2) Repairer comments (1) System messages (0) Sent (1) This vehicle will need a new Q/S/F wheel This vehicle will need a new Q/S/F wheel Edited	Add a comment Attention Add a comment Add a comment
Please submit an image to support this 22114/02/001 Dave Holt	Save comment

To add a new comment, enter the message in the white box on the right-hand side. A comment can be marked for attention by ticking the Attention checkbox if required.

Comments



B Save comment Click the

button to submit the comment - it will be added to the comments

list on the left.

Edit

Ø

If a comment needs to be modified after being saved, simply click the button and make the necessary corrections. This editing feature can also be used to change (tick or untick) the Attention flag if required.

Editing commen	it #646	×
	#646 This vehicle will need a new O/S/F wheel	16:56 13/12/2021 Inter-est Repair
	Z Attention	
	Edit comment	
This vehicle will need a new O	/S/F wheel	
	🖺 Save comment	

Comments that have been marked for attention by the logged in user or their colleagues will have a red border around them, like this:

C Edit
16:56 13/12/2021
Inter-est Repair
Edited

An estimate can have multiple comments marked for attention at the same time. They will pop up the next time the estimate is opened. Attention comments created by repairers will pop up for work providers, and vice versa.

When presented with one or more pop-ups, a user can close the box or click outside it to hide the

 Acknowledge alert until the next time the estimate is opened. Alternatively, they can use the button to confirm the alert has been seen and stop it showing next time.

Comments for your attention	×				
There is 1 comment associated with this estimate awaiting your attention Acknowledge a comment to stop it showing when this estimate is re-opened. Alternatively, you can dismiss this pop-up and it will show again next time you go into this estimate.					
This vehicle will need a new O/S/F wheel	Acknowledge 16:56 13/12/2021 Edited Inter-est Repair				

Acknowledging an alert in this way will also remove the red border on the comment as an indication the comment has been acknowledged.