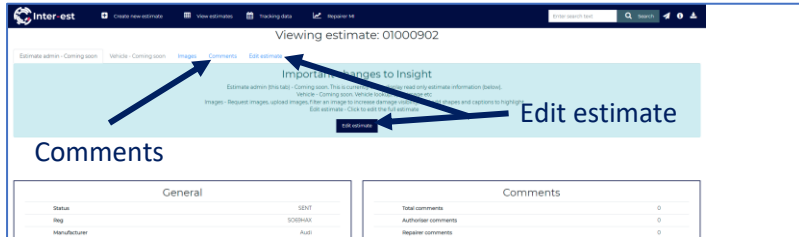


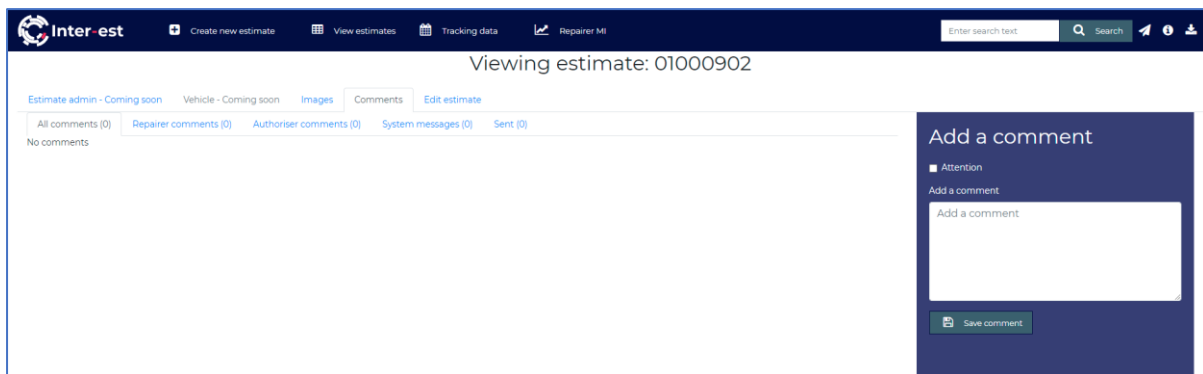
Comments

Inter-est have introduced a new Comments tab, the old one remains in Vision but will become read-only, 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: -

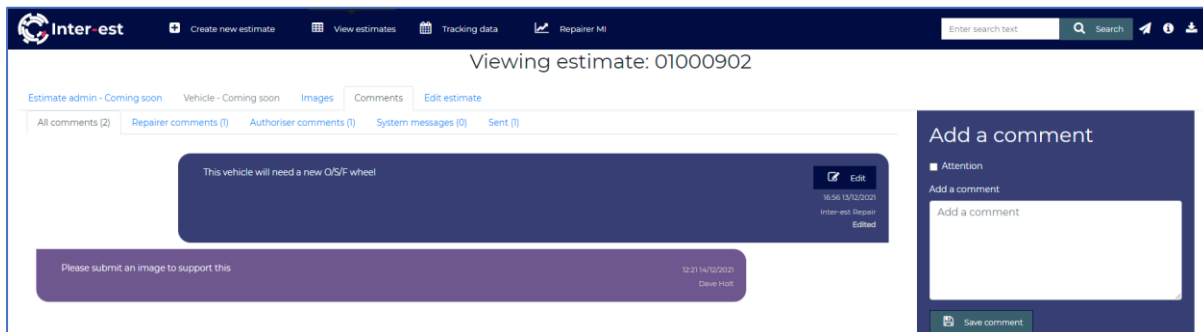


To edit the estimate, click on the Edit estimate tab or click the Edit estimate button. Click on the Comments tab to display the following screen: -



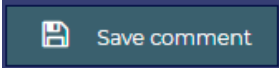
The default Comments view shows all comments from both work providers and repairers, along with any system comments that have been added. The comments are shown as a timeline with the most recent comment at the bottom of the list. The logged in user's comments are indented to the right to distinguish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



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

Click the  button to submit the comment - it will be added to the comments list on the left.

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 comment #646 ✕


#646 16:56 13/12/2021
Inter-est Repair

This vehicle will need a new O/S/F wheel

Attention

Edit comment

This vehicle will need a new O/S/F wheel



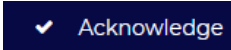
Comments that have been marked for attention by the logged in user or their colleagues will have a red border around them, like this:

This vehicle will need a new O/S/F wheel

 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 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.