Adding Comments, Activities, Support, or Next Steps

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> This guide explains how to add various communication notes to a record. It is intended for general users.

aACE helps you keep a thorough history of your records and customer interactions by creating various types of comments. This history is consolidated and can be viewed by anyone who has access. You can display any associated records by clicking the comment.

Types of Comments

- **Comment** — A basic note about details or context to ensure other team members understand the situation for the current record
- **Activity** — A note typically describing interactions with a customer, which aACE also displays on the Company record and Contact record tab for Sales & Marketing
  Note: Entering an activity enables all team members — whether they're in sales, billing, or shipping — to see the entire history of interactions with a customer in one place. This can help sales reps or relationship managers to follow-up with clear knowledge of who has recently communicated with the customer and why.
- **Support** — Information recorded on the current record and also sent as a notification to the aACE Support Team
- **Next Steps** — Short notes (often part of a standard sequence), paired with a date field which you can use as a reminder for when you need to next take action

Ways to Add Comments

You can add comments in two ways:

- On the record interface
- On the Log Viewer

Entering Comments on the Record Interface

Comments are especially important for Companies, Contacts, Leads, Projects, Jobs, and Tasks. In these modules, the Activities & Comments field is right on the interface. Note: You may have to display a secondary tab to view the Comments field. For example, at the
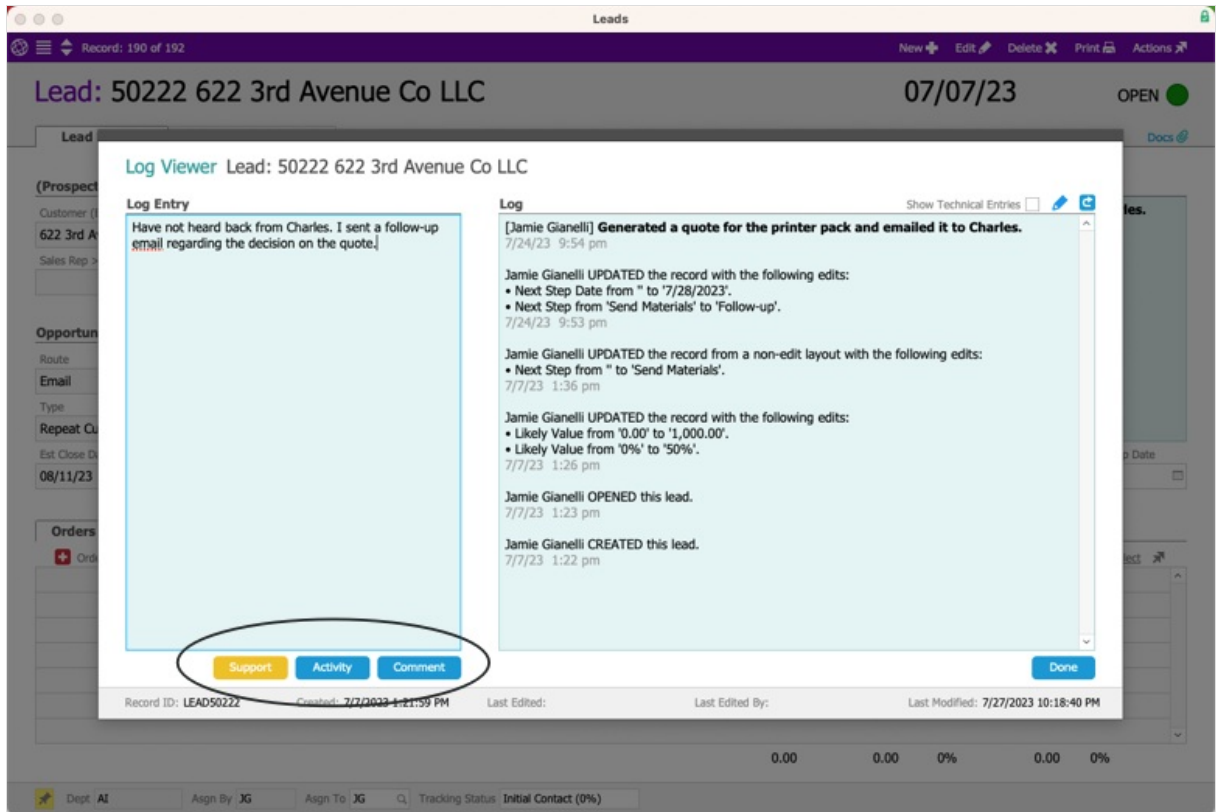
Companies and Contacts modules, this field is on the Sales & Marketing tab.

To add new information at an Activities & Comments field, navigate to the detail view of the record and click the **Add** icon (➕).
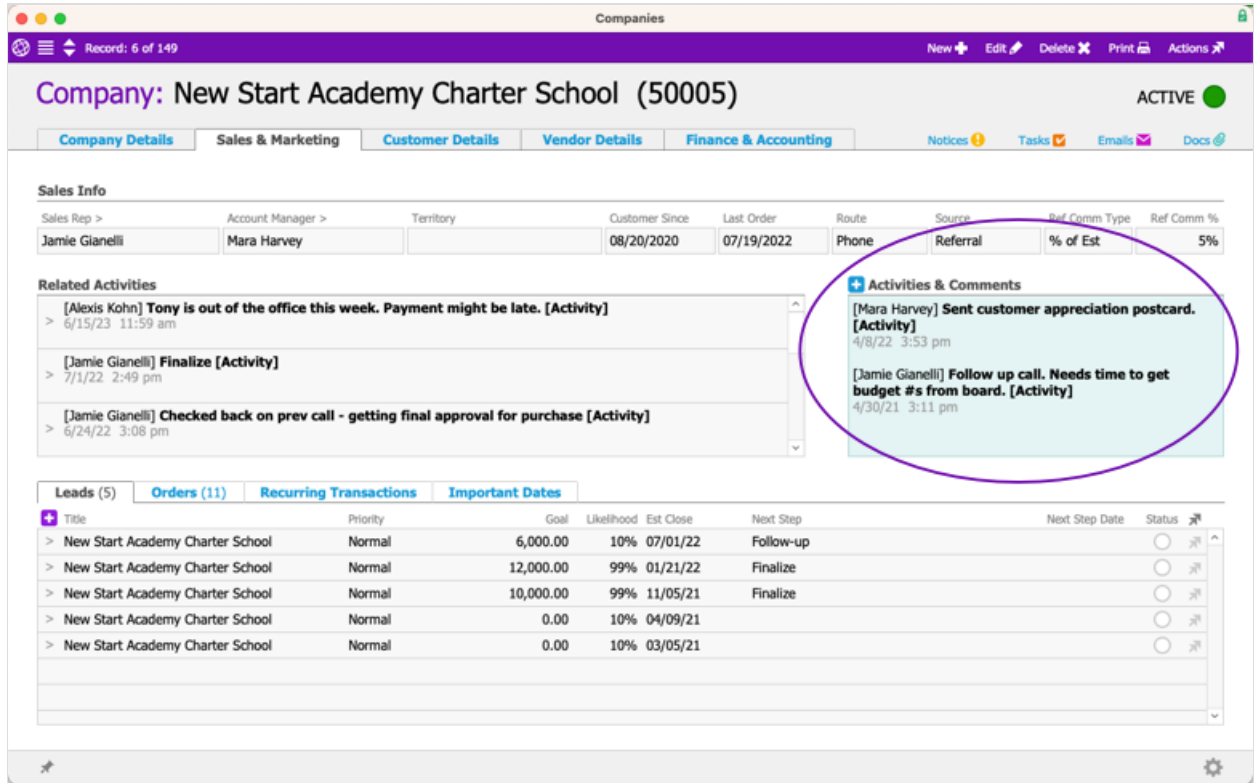
Entering Comments from the Log Viewer

1. Navigate to the appropriate module and use the [Quick Search](https://aace6.knowledgeowl.com/help/using-the-quick-search-bar) bar to locate the desired record.
2. At the detail view menu bar, click **Actions** > **View Logs**.
3. Enter your comment in the **Log Entry** field.
4. Click **Support**, **Activity**, or **Comment**, as needed.

5. Click **Done**.