

# Task Type (Setup / Account) - Fixed New Task Type Showing Blank in Grid (22007)

Last Modified on 08/04/2026 3:22 pm PDT

The issue with a newly create task type not appearing in the list of Task Types on the *Setup > Account > Task Type Setup* screen has been fixed. After adding a new task type and saving, the new Task Type is now listed in the setup screen and in the Add Task modal in customer service.

| TASK TYPE SETUP                                    |                        |                      |                   |                         |                  |                        |                      |          |
|----------------------------------------------------|------------------------|----------------------|-------------------|-------------------------|------------------|------------------------|----------------------|----------|
| SETUP > ACCOUNT > TASK TYPE SETUP                  |                        |                      |                   |                         |                  |                        |                      |          |
| <div><div></div><div>Search</div><div></div></div> |                        |                      |                   |                         |                  |                        |                      |          |
| TASK ID                                            | NAME                   | TYPE ID              | ASSIGN TO DEFAULT | ASSIGN TO SPECIFIC USER | DEPARTMENT       | HEALTH SCORE DEDUCTION | COLLECTIONS ACTIVITY | ACTIVE ↓ |
| 1                                                  | Proposal Follow Up     | Internal Site Level  | Specific User     | Aliena Somers - Doc     | Sales            |                        | No                   | Yes      |
| 2                                                  | Send Proposal          | Internal Site Level  | Account Manager   |                         | Sales            |                        | No                   | Yes      |
| 3                                                  | Send Marketing Mat     | Internal Site Level  | Account Manager   |                         | Sales            |                        | No                   | Yes      |
| 4                                                  | Internal Site Level    | Internal Site Level  | Specific User     |                         | Operations       | 4                      | No                   | Yes      |
| 26                                                 | Test - NavuNav Inte    | Internal Site Level  | Supervisor        |                         | Operations       | 4                      | No                   | Yes      |
| 27                                                 | Test - Ext Acct Lev    | Internal Account Lev | None              |                         |                  |                        | No                   | Yes      |
| 29                                                 | DAMAGE                 | Navu Nav Site Level  | Account Manager   |                         | Customer Service |                        | No                   | Yes      |
| 30                                                 | NavuNav T              | Internal Account Lev | Specific User     | Aliena Tester (Sales)   |                  |                        | No                   | Yes      |
| 31                                                 | Other                  | Internal Account Lev | Account Manager   |                         |                  |                        | No                   | Yes      |
| 32                                                 | Difficult              | Internal Account Lev | Account Manager   |                         | Customer Service | 50                     | No                   | Yes      |
| 34                                                 | Test Internal Site Lev | Internal Site Level  | Site Sales Rep    |                         |                  |                        | No                   | Yes      |
| 35                                                 | Test Internal Account  | Internal Account Lev | Specific User     | Paul Gonzalez - QA I    |                  |                        | No                   | Yes      |
| 36                                                 | Test External Site Le  | External Site Level  | None              |                         |                  |                        | No                   | Yes      |
| 37                                                 | Test External Accoun   | External Account Lev | None              |                         |                  |                        | No                   | Yes      |
| 38                                                 | Billing - Follow Up    | Internal Account Lev | None              |                         | Customer Service |                        | No                   | Yes      |
| 20                                                 | CR-Billing Question    | Navu Nav Site Level  | Account Manager   |                         | Admin            | -1                     | No                   | No       |
| 28                                                 | INACTIVE               | Navu Nav Site Level  | Account Manager   |                         |                  |                        | No                   | No       |
| 33                                                 | EASY                   | External Site Level  | Account Manager   |                         | Admin            | 10                     | Yes                  | No       |

Pathway: *Setup > Account > Task Type Setup*