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Compulsory time logging Collecting Feedback

Paul Vonic •

Feature Request# **اسم المنتدى:** •

I'd like to be able to force agents to submit a time against the time log when they submit a .reply showing how long they've been working on the ticket

Ideally a pop up would be generated if no log had been entered for a specific reply and the .agent could enter the time here

A little like the Alert when you try and send a reply with not content (but with the functionality :(to add the value in via the pop up window



تعليق (1)

Michael

منذ 3 سنوات

That feature is absolutely essential. Since migration from Jira to Deskpro we miss this !feature