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Create a new sort order for "Date of last agent activity" (so agent notes are included)

Collecting Feedback

Ibrahim •

Feature Request# **اسم المنتدى:** •

It would be great to either include agent ticket notes in "Date of Last Agent Reply" or create a new sort order that caters for that. Our support agents use the sort order to keep an eye on tickets in their queues, they use the "Date of Last Reply" sort order, but they complain that they can't track notes, as they usually leave notes for each other on tickets.

I'm aware of notifications for agent notes, but I think it would be more convenient to have a .sort order to include that