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Feature to see when an agent is looking at a ticket and if you opened that ticket, all the agents can see who else has it open Collecting Feedback

Lauren Cumming •
اسم المنتدى: # Feature Request

We often pass around links to tickets internally and acts as a visual confirmation that the agent is looking at the - ticket under discussion

When we work the unassigned queue, there is often more than one agent working the queue and it allows us to - skip that ticket and readily know someone is actively on it and not just being idle. Zendesk had an opaque agent icon for active users and a more transparent one for idle agents

تعليقات (٢)

RA Robert Anderson

منذ 9 سنوات

this feature will def take deskpro to the next level

EL Edward Lichtman

منذ 9 سنوات

!This is something we did with Zendesk at my company and I'd like to see the support as well