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Filter for "Last Agent Note" Collecting Feedback

- AB Angelika Buchegger
- اسم المنتدى: # Feature Request

It would be very helpful to have a „last agent note“ for building filters (Similar „date of last agent reply“). There often are only new notes and no new agent- or user answers and with this filter we also could select tickets in .such cases. It also is possible to have a “date of last activity”, so you don't have to filter all possible activities

تعليقات (٢)

Zsolt Kiss

منذ 8 سنوات

I support this idea. A new filter like [DATE OF LAST ACTIVITY] would be extremely useful for us also, because in several cases we use the "adding Note" feature only especially during our inner communication. We love this (: way of communication particularly using the @[AGENT NAME] feature. So please prioritize it

RJ **Ramirez, Javier**

منذ 5 سنوات

I support this idea. I would like to be able to see this criteria to apply to a Filter where I can add the NOTE as an activity to the case. This way we can separate activity in tickets between Requestors and Internal NOTE to IT.
,Thank you