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Mass Actions based on a common parent ticket Report

Kim Gilmour •

Feature Request# **اسم المنتدى:** •

We currently group tickets reporting the same or similar problems by linking them all under a parent ticket describing the underlying problem. It would help our efficiency to have functionality that enables us to perform a mass action based on a common parent ticket so we can reply to all users/add relevant update notes/ change status/ etc on those related tickets.

.We have a workaround in place, but it requires a few more steps than is ideal

(1) تعليق

**David Palmquist**

منذ 10 أشهر

!We are looking for the same functionality