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Mention creation of linked tickets as notes Collecting Feedback

Christian Mattart •

Feature Request# **اسم المنتدى** •

Linked tickets are not really visible in the agent interface. When creating linked tickets, it is common usage that our agents add a note to the parent ticket (or to their siblings) mentioning the fact that a linked ticket was added. This is part of the ticket history, so I think (-: it would be a great feature to automate this. Thanks for voting this up