Deskpro

Feature Request > See Urgency of ticket when set to Awaiting User and Resolved < اقتراحات < مركز المساعدة

See Urgency of ticket when set to Awaiting User and Resolved Finished

- Nik Kov
- اسم المنتدى: #Feature Request

Please enable the ability to show the urgency of a ticket even after it is awaiting user or resolved, currently you have to toggle the status to awaiting agent to see what the urgency was.

تعليق (1)

Resha McDonald

منذ سنة

Hi Nik, Thank you for this feature request and much apologies for the delay, this is something you can now do in Horizon! Resha