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Separate Agent Permission to edit own Messages Collecting Feedback

GS Grote, Sebastian •

Feature Request# [اسم المنتدى](#) •

Agents should be able to edit their own Messages/Notes. This is needed eg. for correctings typos, etc. without giving the ability for deleting Messages/Notes

تعليقات (٣)

JS Jeroen van der Steen

منذ 7 سنوات

To me there is a big difference between editing message and editing notes, because one is visible to the customer while the other is not. I would love to see the permissions to edit/delete messages and notes separated from each other. For us this would mean we could allow agents to edit/remove notes to reflect the latest status, while they would not be able to edit/remove messages that have been sent to customers

Zsolt Kiss

منذ 7 سنوات

Totally agree, it would be great if we could handle separately the edit and delete permissions. Now it can be managed together only

EL Earene Lee

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Agent should also be only allowed to *edit their own notes* and no other agent or sys admin notes that are inserted via SLA's/Escalation/manually/etc