Viewing agent-only notes Under Review

- Martin Brule Jr MJ.
- **اسم المنتدى:** Feature Request#

Many times when another agent continues working another's ticket, it's helpful to filter out the replies to/from the end user and only see agent notes for quick review of troubleshooting steps already done.

تعليقات (٢)

Mike Sheldon MS

منذ 5 سنوات

This would be very helpful for our organization as well. Majority of the time all the info we need is in the notes not the messages.

Steve, Lam Hang SH

منذ 5 سنوات

This is indeed useful especially when auditing for 1:1 reviews with the agent. Also important when the thread is too long. Some tickets could be going on for a few weeks and reading all the contents is sometimes time consuming.