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Summary count when grouped by Collecting Feedback

- Marion Abramo
- **Enw'r Fforwm:** #Feature Request

When searching tickets it would be nice to have a count in the 'grouped by' header.

Agent 1 (10)

Agent 2 (3)

Sylw (1)

Lara Proud

1 year ago

Thanks for the suggestion, Marion. While the count doesn't display in the Grouped by header, our new visual grouping functionality does show the count of tickets at the top of the interface when you enable the filter, you can see more about this here:

<https://support.deskpro.com/en-US/news/posts/group-and-access-queues-with-more-flexibility>