



[Hjælpecenter](#) > [Community](#) > [Feature Request](#) > [If an agents open the same ticket show them info that another agent is in a ticket](#)

## **If an agents open the same ticket show them info that another agent is in a ticket Finished**

- V Valentina
- **Navn på forum:** #Feature Request

If an agents open the same ticket show them info that another agent is in a ticket.

### **Kommentar (1)**

CL **Christine Loh**

4 år siden

Hi Valentina, this feature is now available. When agent A is writing a response to a ticket, agent B can see the draft message written by agent A.