



<u>Hilfe-Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Addition of a Time Stamp Variable for Snippets</u>

Addition of a Time Stamp Variable for Snippets Collecting Feedback

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- Forenname: #Feature Request

When agent create an ticket, agent need to insert time stamp as of now based on Customer's Time Zone. This will be very useful feature for us.