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Instant Messaging Features Collecting Feedback

- Abe
- **Forename:** #Feature Request

Hi,

Is there any possibility to add to the instant messaging features that we should be able to mark a msg as unread? i have realized a lot, that things have been forgotten and have not been done just because it was done by communicating on the internal chat (IM) and couldn't be marked as unread or so...

Another feature that would be a real help is if a agent can see in his msg he sent to another agent, when the other agent has read the msg... (like WhatsApp...)