



<u>Hilfe-Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Mention creation of linked tickets as notes</u>

Mention creation of linked tickets as notes Collecting Feedback

• CM Christian Mattart

• Forenname: #Feature Request

Linked tickets are not really visible in the agent interface. When creating linked tickets, it is common usage that our agents add a note to the parent ticket (or to their siblings) mentioning the fact that a linked ticket was added. This is part of the ticket history, so I think it would be a great feature to automate this. Thanks for voting this up:-)