Request to have ticket filters similar to email triggers Collecting Feedback

- CB Clint Broadhead
- **Όνομα φόρουμ:** #Feature Request

I would love to see the filters have more Boolean value to them. Instead of the current: This criteria AND This criteria AND This criteria More like: This criteria AND This criteria OR This criteria I was thinking you could repurpose the code from email triggers and just tweak it a little for ticket filtering. So essentially the only 'Action' is 'Show in the filter'. Or just get crazy and make something amazing, like you usually do. Thanks for listening guys, loving DeskPro!

Σχόλιο (1)

SW **Samuel Waser**
πριν από 7 χρόνια
I agree! The option to use OR statements in the filter pane would reduce the number of filters greatly for our agents. Thanks DeskPro for your great work!