



 $\underline{Help\ Centre} > \underline{Community} > \underline{Feature\ Request} > \underline{Hot\ comment\ or\ warning\ about\ user\ or\ organization}$ 

## Hot comment or warning about user or organization Collecting Feedback

• DM Douglas Martin

• Forum name: #Feature Request

When opening a ticket view have a "slap in the face" sort of message or highlight red flashing field or a pop up warning. This would make it so the agent could not possibly miss a very important message regarding the user or the organization.