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If an agents open the same ticket show them info that another agent is in a ticket Finished

- Valentina
- **Forum name:** #Feature Request

If an agents open the same ticket show them info that another agent is in a ticket.

Comment (1)

**Christine Loh**

2 years ago

Hi Valentina, this feature is now available. When agent A is writing a response to a ticket, agent B can see the draft message written by agent A.