



Lock icon in condensed ticket list view Finished

- Jason McGrath
- **Forum name:** #Feature Request

Add the ability to see when tickets are locked in the condensed ticket view:

5 selected				
Subject	User	Department	Agent	Agent Team
<input type="checkbox"/> #102: Promotee indignation of noble subject	Beatrix Bonavolubis	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #103: Obedient of spire	Alisa Zermans	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #104: Menus under seat	Marin Keadler	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #105: Squag on sea	Daniela Zamato	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #106: Presentation bewitch of wild seat	Sarahbeth Swift	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Level 1
<input type="checkbox"/> #108: Twinkle, twinkle - 'tis mine the Dromedary indignantly	Joe Koal	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #109: Favoree aspersions were repeated under capricious	Alexandrina Thiel	Support	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #108: Not out overindulgent	Isac Hopt	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #110: Great overindulgent	Christy Tice	Support	<input type="checkbox"/> John Doe	Level 2
<input type="checkbox"/> #105: I want to be low when she bowed back once or twice	Maria Del	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #115: Multibus tempore perfundus quas tempore	Hector Crickshank	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #102: VERY short remarks, and she thought I was	Joe Koal	Support	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #107: Justice depends of much indignation also	Walter Cantor	Sales	<input type="checkbox"/> John Doe	Level 1
<input type="checkbox"/> #108: And he moved off about a 'M. To know that	Joe Koal	Support	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #105: Yet and desideraque horum sed	Kristina Koon	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #109: Laborum interducat tempore et them	Margaret Marcolini	Sales	<input type="checkbox"/> John Doe	No Team

Comment (1)

Lara Proud

4 months ago

Hi Jason, this change has been implemented, now when a ticket is locked it can be seen in any of the ticket views including the table view, making it much easier to know which tickets are locked by other agents from a quick glance!