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## Lock icon in condensed ticket list view Finished

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

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

<input type="checkbox"/> 0 selected	Subject	User	Department	Agent	Agent Team
<input type="checkbox"/>	J#0 Presentia velutinae et nolla incepti	Elanora Bonchobster	Sales	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#14 Mitis unde cert	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#22 Requie que si est	Elanora Bonchobster	Regulation and Control of Magical Creatures > Regulation	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#24 Praesentia velutinae et nulli amit	Elanora Bonchobster	Regulation and Control of Magical Creatures > Regulation	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#30 Tenebr, tenebr - Hinc the Dromouse indignari	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#38 Fauna asperioris vero repedit solita cupido	Elanora Bonchobster	Regulation and Control of Magical Creatures > Regulation	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#40 Tenebr, tenebr - Hinc the Dromouse ignorari	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#41 Ut non remanserit	Elanora Bonchobster	Regulation and Control of Magical Creatures > Regulation	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#55 Tenebr in front line when she looked back once or twice	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#55 Multa tempore preferendas sic tempora	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#52 VERB short remans, et she thought it over	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#57 Requie sepius et modo evanescere vole	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#60 And the more of it is - "Oh, 'tis love, that	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#65 Ut sed dolerisque hanec sed	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>
<input type="checkbox"/>	J#70 Laborum incoluisse tempora et libens	Elanora Bonchobster	Regulation and Control of Magical Creatures > Control	<input checked="" type="checkbox"/> John Doe	<span>Awaiting Agent: 0</span>

### Comment (1)

**Lara Proud**

2 years 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!