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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:

| Subject | User | Department | Agent | Agent Team | |
|---|--------------------|--|-----------------------------------|------------|---|
| <input type="checkbox"/> #170: Placemans indigastoren et nulla suscipit | Denise Routhroder | Sales | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |
| <input type="checkbox"/> #171: Consect et donec | Alan Zamboni | Regulation and Control of Magical Creatures > Control | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |
| <input type="checkbox"/> #172: Massa unde sed | Mered Quader | Regulation and Control of Magical Creatures > Regulation | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |
| <input type="checkbox"/> #173: Sequi qui qui est | Daniela Quision | Sales | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |
| <input type="checkbox"/> #174: Phasellum hendri et velit enim | Savanna Swift | Regulation and Control of Magical Creatures > Regulation | <input type="checkbox"/> John Doe | Level 1 | Pending Agent 1 |
| <input type="checkbox"/> #175: Teneat, nulla. - Nam nec Dolorum idperduci | Jan Kool | Regulation and Control of Magical Creatures > Control | <input type="checkbox"/> John Doe | Support | Pending Agent 1 |
| <input type="checkbox"/> #176: Fames augueque, vero iustitia sodas iustitiae. | Alexandra Thiel | Support | <input type="checkbox"/> John Doe | Support | Pending Agent 1 |
| <input type="checkbox"/> #177: Sed est accidationem quareat | Isak Hiebert | Regulation and Control of Magical Creatures > Regulation | <input type="checkbox"/> John Doe | Support | Pending Agent 1 |
| <input type="checkbox"/> #178: Ut qui voluization | Dorian Pook | Widgets | <input type="checkbox"/> John Doe | Level 2 | Pending Agent 1 |
| <input type="checkbox"/> #179: Teneat et sed et in when et in sed sed, vero et teneat | Marvin Doe | Sales | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |
| <input type="checkbox"/> #180: Mollis tempore perferendis quis tempore. | Helenie Cluckibank | Regulation and Control of Magical Creatures > Control | <input type="checkbox"/> John Doe | Support | Pending Agent 1 |
| <input type="checkbox"/> #181: VERY short remarks, and one thought & com | Joe Kool | Support | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |
| <input type="checkbox"/> #182: Bessie sequente et inod volutatem vitae | Wayne Carroll | Sales | <input type="checkbox"/> John Doe | Level 1 | Pending Agent 1 |
| <input type="checkbox"/> #183: Aenean nec nunc et teneat in - On, No team, teneat | Jan Kool | Widgets | <input type="checkbox"/> John Doe | Support | Pending Agent 1 |
| <input type="checkbox"/> #184: Ut sed idperduci hendri sed | Coleman Knox | Sales | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |
| <input type="checkbox"/> #185: Laciniam molestias temporibus et libero | Margot Mousset | Sales | <input type="checkbox"/> John Doe | No Team | Pending Agent 1 |

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!