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Adding more columns to the 'linked tickets' tab Collecting Feedback

- RC Robert Chiu
- Forum name: #Feature Request

In the 'linked tickets' tab, it would be useful to be able to adjust the column view and include more information. Examples would be to is to see:

* ticket number

* date created

* etc

Sometimes there are multiple linked tickets so Agents would need to click into all of them to find the one they're looking for.

Comment (1)

Zsolt Kiss

7 years ago

It would be a perfect feature for us also if we could manage the visible fileds as a coloumn in the linked tickets' section. Ordering the tickets by the content of the coloumns would be also a nice extra.