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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:

0 selected						13	
Subject	User	Department	Agent	Agent Team			
<input type="checkbox"/> #151: Permission violations of rules receipt	Shirley Bushchuk	Sales	John Doe	No Team	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #152: Content of page	Alisa Zherem	Regulation and Control of Magical Creatures > Control	John Doe	No Team	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #154: Misses article	Marek Rowland	Regulation and Control of Magical Creatures > Regulation	John Doe	No Team	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #155: Request for info	Daniela Gaitan	Sales	John Doe	No Team	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #156: Presentation board of wall art	Samuel Goff	Regulation and Control of Magical Creatures > Regulation	John Doe	Level 1	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #158: Thanks, thanks!! Here the Demosco indignity	Joe Root	Regulation and Control of Magical Creatures > Control	John Doe	Support	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #159: Famous experience very rapid tickets rapidly	Alexandra Thiel	Support	John Doe	Support	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #160: Test ad email/coupon passed	Sam Hoot	Regulation and Control of Magical Creatures > Regulation	John Doe	Support	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #161: It was immediate	Danika Page	Widgets	John Doe	Level 2	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #162: I need to find time when the locked back once or twice	Maria Orr	Sales	John Doe	No Team	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #170: Multiple temporary performance goes temporary	Helen Craddock	Regulation and Control of Magical Creatures > Control	John Doe	Support	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #182: VOTM about reviews, and one thought I was	Joe Root	Support	John Doe	No Team	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #200: Review requests of most categories close	Walter Carroll	Sales	John Doe	Level 1	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #248: And the moral of that is "Oh, no, look, that	Joe Root	Widgets	John Doe	Support	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #145: UK and discontinue human and	Catherine Knox	Sales	John Doe	No Team	<a href="#">Pending Agent 1</a>		
<input type="checkbox"/> #150: Laptop/modern temperature of items	Margie McCall	Sales	John Doe	No Team	<a href="#">Pending Agent 1</a>		

## Comment (1)

Lara Proud

1 year 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!