Show number of replies by Agent or by User in the ticket overview Collecting Feedback

- MW Michael W.
- **Forum name:** #Feature Request

It would be nice to be able to show the number of agent replies a ticket has (and maybe also how often customers have answered) as a column in the ticket overviews.

This number would also be interesting as a trigger to increase the urgency if there are some ping pong conversations going on between an agent and a customer.