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Compulsory time logging Collecting Feedback

- Paul Vonic
- **Forum name:** #Feature Request

I'd like to be able to force agents to submit a time against the time log when they submit a reply showing how long they've been working on the ticket.

Ideally a pop up would be generated if no log had been entered for a specific reply and the agent could enter the time here.

A little like the Alert when you try and send a reply with no content (but with the functionality to add the value in via the pop up window):



Comment (1)

Michael

3 years ago

That feature is absolutely essential. Since migration from Jira to Deskpro we miss this feature!