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Lock icon in condensed ticket list view Finished

- 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"/> #151: Phosphorus vulgatum et nullus suscipit	Barbara Funchusdubio	Sales	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #152: Olerum et ipam	Alexa Zornano	Regulation and Control of Malignant Creatures > Control	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #153: Olerum suscipit sed	Barbara Funchusdubio	Regulation and Control of Malignant Creatures > Regulation	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #154: Regum suscipit sed	Daniela Quibus	Sales	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #155: Phosphorus funder et nullus suscipit	Barbara Funchusdubio	Regulation and Control of Malignant Creatures > Regulation	<input type="checkbox"/> John Doe	Level 1	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #156: Tenebris, tenebris...? Hanc the Dornosus indignus	Joe Hui	Regulation and Control of Malignant Creatures > Control	<input type="checkbox"/> John Doe	Support	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #157: Funder suscipit sed nullus suscipit	Barbara Funchusdubio	Support	<input type="checkbox"/> John Doe	Support	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #158: Sed et suscipit sed nullus suscipit	Joe Hui	Regulation and Control of Malignant Creatures > Regulation	<input type="checkbox"/> John Doe	Support	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #159: Ut suscipit	Daniela Quibus	Support	<input type="checkbox"/> John Doe	Level 2	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #160: I have to test how often the lock icon is shown	Barbara Funchusdubio	Sales	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #161: Sed et suscipit sed nullus suscipit	Barbara Funchusdubio	Regulation and Control of Malignant Creatures > Control	<input type="checkbox"/> John Doe	Support	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #162: Sed et suscipit sed nullus suscipit	Joe Hui	Support	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #163: Sed et suscipit sed nullus suscipit	Barbara Funchusdubio	Sales	<input type="checkbox"/> John Doe	Level 1	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #164: Sed et suscipit sed nullus suscipit	Joe Hui	Support	<input type="checkbox"/> John Doe	Support	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #165: Ut suscipit sed nullus suscipit	Barbara Funchusdubio	Sales	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #166: Sed et suscipit sed nullus suscipit	Joe Hui	Support	<input type="checkbox"/> John Doe	Support	<span>Waiting Agent: 0</span>
<input type="checkbox"/> #167: Sed et suscipit sed nullus suscipit	Barbara Funchusdubio	Sales	<input type="checkbox"/> John Doe	No Team	<span>Waiting Agent: 0</span>

Comment (1)

**Lara Proud**

4 months 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!