Deskpro

Feature to see when an agent is looking at a ticket and if you opened that ticket, all the agents can see who else has it open Collecting Feedback

- Lauren Cumming
- **Nombre del foro:** #Feature Request

- We often pass around links to tickets internally and acts as a visual confirmation that the agent is looking at the ticket under discussion
-  When we work the unassigned queue, there is often more than one agent working the queue and it allows us to skip that ticket and readily know someone is actively on it and not just being idle. Zendesk had an opaque agent icon for active users and a more transparent one for idle agents

Comentarios (2)

**Robert Anderson**

7 years ago

this feature will def take deskpro to the next level

**Edward Lichtman**

7 years ago

This is something we did with Zendesk at my company and I'd like to see the support as well!