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Lock icon in condensed ticket list view Finished

- Jason McGrath
- **Nombre del foro:** #Feature Request

Add the ability to see when tickets are locked in the condensed ticket view:

Subject	User	Department	Agent	Agent Team
Problema con el sistema de correo electrónico	Denise Ruedenauer	Sales	John Doe	No Team
Control de stock	Alan Johnson	Regulation and Control of Magical Creatures > Control	John Doe	No Team
Mesa de ayuda	Margot Mueller	Regulation and Control of Magical Creatures > Regulation	John Doe	No Team
Seguir que es	Daniela Quizon	Sales	John Doe	No Team
Problema con el sistema de correo electrónico	Sandra Swift	Regulation and Control of Magical Creatures > Regulation	John Doe	Level 1
Tarjetas, tarjetas...? ¿Hay un problema con ellas?	Jan Hill	Regulation and Control of Magical Creatures > Control	John Doe	Support
Funcionamiento, verifique si se puede usar	Alexandra Tsai	Support	John Doe	Support
¿Se ve el contenido en español?	Jan Hill	Regulation and Control of Magical Creatures > Regulation	John Doe	Support
¿A qué se refiere?	Denise Poon	Widgets	John Doe	Level 2
¿Hay un problema con el sistema de correo electrónico o con el sistema de correo electrónico?	Brian Day	Sales	John Doe	No Team
México tiempo promedio más lento	Helen Clarkston	Regulation and Control of Magical Creatures > Control	John Doe	Support
VERY short remarks, and she thought it was	Joe Hill	Support	John Doe	No Team
¿Se ve el contenido en español?	Walter Carroll	Sales	John Doe	Level 1
¿Hay un problema con el sistema de correo electrónico o con el sistema de correo electrónico?	Jan Hill	Widgets	John Doe	Support
¿A qué se refiere?	Colleen Knox	Sales	John Doe	No Team
Laborum mollis temporibus et libero.	Margot Mueller	Sales	John Doe	No Team

Comentario (1)

Lara Proud

8 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!