Problems and incidents as a criteria in Filters Finished

- Christian Mattart
- **Forum name:** #Feature Request

I wanted to create a ticket filter in the agent interface to show only tickets assigned to myself but not linked to any Problem and incident.

The issue is that I cannot filter by assigned Problem and incident on a ticket.

Comment (1)

Lara Proud

5 months ago

Hi Christian, this can be achieved using Ticket Lists. You can create a new List with the following criteria: - Assigned Agent is "Me" - Problem is "Empty" The filter option "Problem" is found under the More section at the bottom of the filter menu on the left hand side. For more context on the Ticket Lists feature, you can read about it in our guide: https://support.deskpro.com/en-US/guides/agent-guide-1/lists