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Ability for customers to view ticket 'Status' in the user portal Collecting Feedback

Marion Abramo •

Forum name: #Feature Request •

We would like our customers to have an option to view 'Status' in their portal. We have 3 sub-status of pending that are of interest to our customers - Tier 2 Escalation, Dev Escalation, and .Bug

(Comment (1

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5 سال پیش

We have added a sub-status and now want that status to show to the customer. This is not currently possible, but we would like to show the User the exact state the ticket is in, and .provide more context