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Add Ticket Number to Tab info when hovering and Reordering of Tabs Report

Nicole Ojeda •

Forum name: #Feature Request •

On the agent interface, it would be useful to have the ticket number visible when hovering over the tabs. This way, when an agent has several tickets open at once, they can see the corresponding ticket numbers at a glance.

It would also be useful to have the option to click on a tab and drag it left or right to re-order them horizontally. Similar to browsers