



[Feature Request](#) > [Adding more columns to the 'linked tickets' tab](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Adding more columns to the 'linked tickets' tab Collecting Feedback

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Forum name: #Feature Request •

In the 'linked tickets' tab, it would be useful to be able to adjust the column view and include more information. Examples would be to is to see:

- * ticket number
- * date created
- * etc

Sometimes there are multiple linked tickets so Agents would need to click into all of them to find the one they're looking for

(Comment (1

Zsolt Kiss

6 سال پیش

It would be a perfect feature for us also if we could manage the visible fields as a column in the linked tickets' section. Ordering the tickets by the content of the columns would be also a nice extra