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Custom fields on ticket message in agent interface Collecting Feedback

TJ Terje Jørgensen •

Forum name: #Feature Request •

As we are using Deskpro as an complete Support Ticket system for a Complete CRM to our Customers. It would be a nice feature to actually have the option to have some custom fields in the message table. For our own purpose. We would like to distinguish if the message was an incomming or outgoing mail or in/outgoing phonecall. And have the possibility to get this .on a report. Changes to the ticket itself changes the all related messages as well