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If an agents open the same ticket show them info that another agent is in a ticket Finished

Valentina •

Forum name: #Feature Request •

.If an agents open the same ticket show them info that another agent is in a ticket

(Comment (1

Christine Loh

2 سال پیش

Hi Valentina, this feature is now available. When agent A is writing a response to a ticket, .agent B can see the draft message written by agent A