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Lock icon in condensed ticket list view Finished

Jason McGrath •

Forum name: #Feature Request •

:Add the ability to see when tickets are locked in the condensed ticket view

Subject	User	Department	Agent	Agent Team	
<input type="checkbox"/> #575: Processus vulgaires et multi-vulgarité	Danica Funchado	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 1
<input type="checkbox"/> #573: Clientel et son	Alma Zornano	Regulation and Control of Maggot Creatures > Control	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #572: Clientel et son	Alma Zornano	Regulation and Control of Maggot Creatures > Regulation	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #571: Processus vulgaires et multi-vulgarité	Danica Funchado	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #570: Processus vulgaires et multi-vulgarité	Danica Funchado	Regulation and Control of Maggot Creatures > Regulation	<input type="checkbox"/> John Doe	Level 1	Waiting Agent 2
<input type="checkbox"/> #569: Tante, tante...? Hère the Dommous indignity	Joe Hill	Regulation and Control of Maggot Creatures > Control	<input type="checkbox"/> John Doe	Support	Waiting Agent 2
<input type="checkbox"/> #568: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Support	Waiting Agent 2
<input type="checkbox"/> #567: Tante, tante...? Hère the Dommous indignity	Joe Hill	Regulation and Control of Maggot Creatures > Regulation	<input type="checkbox"/> John Doe	Support	Waiting Agent 2
<input type="checkbox"/> #566: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Level 2	Waiting Agent 2
<input type="checkbox"/> #565: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #564: Tante, tante...? Hère the Dommous indignity	Joe Hill	Regulation and Control of Maggot Creatures > Control	<input type="checkbox"/> John Doe	Support	Waiting Agent 2
<input type="checkbox"/> #563: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #562: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	Level 1	Waiting Agent 2
<input type="checkbox"/> #561: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Support	Waiting Agent 2
<input type="checkbox"/> #560: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #559: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Level 1	Waiting Agent 2
<input type="checkbox"/> #558: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #557: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Level 1	Waiting Agent 2
<input type="checkbox"/> #556: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #555: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Level 1	Waiting Agent 2
<input type="checkbox"/> #554: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #553: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Level 1	Waiting Agent 2
<input type="checkbox"/> #552: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2
<input type="checkbox"/> #551: Tante, tante...? Hère the Dommous indignity	Joe Hill	Support	<input type="checkbox"/> John Doe	Level 1	Waiting Agent 2
<input type="checkbox"/> #550: Tante, tante...? Hère the Dommous indignity	Joe Hill	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent 2

(Comment (1

Lara Proud

4 ماه پیش

Hi Jason, this change has been implemented, now when a ticket is locked it can be seen in any of the ticket views including the table view, making it much easier to know which tickets !are locked by other agents from a quick glance