Deskpro

See Urgency of ticket when set to Awaiting User and Resolved Finished

Nik Kov •

Forum name: #Feature Request •

Please enable the ability to show the urgency of a ticket even after it is awaiting user or resolved, currently you have to toggle the status to awaiting agent to see what the urgency was.

(Comment (1

Resha McDonald

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Hi Nik, Thank you for this feature request and much apologies for the delay, this is something you can now do in Horizon! Resha