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Show number of replies by Agent or by User in the ticket overview Collecting Feedback

.Michael W •

Forum name: #Feature Request •

It would be nice to be able to show the number of agent replies a ticket has (and maybe also how often customers have answered) as a column in the ticket overviews.

This number would also be interesting as a trigger to increase the urgency if there are some .ping pong conversations going on between an agent and a customer