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Tasks visible to clients (by agent choice) based on ticket Collecting Feedback

Adam Smeets •

Forum name: #Feature Request •

Currently tasks associated to a ticket are only set to visibility as public (viewable by agents) and private (only visible to the agent and the assigned agent). These tasks should also have an option to be visible to the client, so they know what the status of their request is

(Comment (1

Mike Sheldon

8 سال پیش

Agreed, this could be very beneficial