Deskpro

Update ticket from chat functionality Collecting Feedback

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Forum name: #Feature Request •

As a Deskpro user I would like to comment in a ticket from the new chat functionality. I receive a chat notification when my colleague adds a note in a ticket. However, that reaction is only visible to that one colleague, in our private chat.

As a user I would like to be able to react in that chat and that it is possible in some way that reaction is also updated in the ticket, so that all my colleagues can see the up to date status in the ticket.