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Link Existing Tickets Collecting Feedback

- Tom Lucas
- **Forum name:** #Feature Request

Thank-you for the recent feature that allows create of a new linked ticket.

 Take that a step further and something even more useful for our team would result.

 Provide the ability to link "existing" tickets together. While creating a "new" linked ticket is helpful in some cases, more often, we find that we have multiple tickets that need to be linked together and just merging the tickets would not be appropriate.

 One example might be the case of an "incident" where multiple customer report one of several symptoms when in fact the root cause is a single incident. Linking them together could allow us to have an incident ticket with root cause analysis and resolution, while replying uniquely to each "symptom" ticket individually.

 Thanks!

Comments (4)

Roshan

8 vuotta sitten

This would be an ideal feature for many of us as explained by Tom.

Lenny LaRose

8 vuotta sitten

As stated above, the ability to link tickets should be provided both upon new creation, and also update. A search by ticket number could then find "Related Tickets" if they were somehow linked.

Lenny LaRose

7 vuotta sitten

It would also be beneficial for us to have Project Tickets from which related tickets can be created and linked to for tracking purposes. This is useful in tracking projects that have passed our Quality Assurance (QA) testing, and then seeing what issues are still outstanding even after acceptance.

Koen Glotzbach

1 vuosi sitten