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## **Icons to show extra information on agent replies to tickets**

### **Collecting Feedback**

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- **Nom du forum:** #Feature Request

When viewing a ticket, the agent can see the date, time (etc) of the reply by hovering over the time (next to the cog). It would be good to have either text or a couple of icons to show firstly if the reply was sent to the user (ie Email User box was ticked) and secondly, an icon to show if the e-mail was successfully sent from Deskpro. This would save an agent from having to review the Full Log section (which could be large) to see if a reply was sent to a customer and the result of the update being sent.