



[Help Center](#) > [Community](#) > [Feature Request](#) > [Add notes to locked tickets](#)

Add notes to locked tickets Collecting Feedback

- Michael Cohen
- **Forum name:** #Feature Request

When you lock a ticket it locks the ticket completely to that agent.

It would be helpful if locking could be more granular eg you could lock just replies or the properties box etc

We would like to be able to add agent notes to locked tickets but currently this is not possible.