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Lock icon in condensed ticket list view Finished

- Jason McGrath
- **Forum name:** #Feature Request

Add the ability to see when tickets are locked in the condensed ticket view:

Subject	User	Department	Agent	Agent Team	
<input type="checkbox"/> #151: Phosphorus vulgatum et nulla suscipit	Dariusz Ruchalski	Sales	John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #152: Oleris et ipsa	Alexa Zornaro	Regulation and Control of Malignant Creatures > Control	John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #153: Oleris nulla nisi	Marvin Roshier	Regulation and Control of Malignant Creatures > Regulation	John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #154: Regis quo qui nisi	Daniela Quinn	Sales	John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #155: Phosphorus fender ut velit amet	Stanley Swift	Regulation and Control of Malignant Creatures > Regulation	John Doe	Level 1	Waiting Agent: 0
<input type="checkbox"/> #156: Tenebris, tenebris -> Hinc the Dommus indignus	Joe Klot	Regulation and Control of Malignant Creatures > Control	John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #158: Fames agnoscere vero repudi volutpat corporata	Amelia No. Thiel	Support	John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #159: Sed sed suscipit ipsum quibus	Paul Hupert	Regulation and Control of Malignant Creatures > Regulation	John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #161: Ut quo vulgatum	Dorian Price	Wizards	John Doe	Level 2	Waiting Agent: 0
<input type="checkbox"/> #162: I have to lead time when she looked back once or twice	Maria Day	Sales	John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #163: Nihilis tempore autemque quo tempore	Harvey Cricketerink	Regulation and Control of Malignant Creatures > Control	John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #167: VEHV about remarks, and one thought I was	Joe Klot	Support	John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #167: Blander repudi et nunc vulgatum vixit	Wayne Carroll	Sales	John Doe	Level 1	Waiting Agent: 0
<input type="checkbox"/> #168: And the most of that is "OK, No team, that	Joe Klot	Wizards	John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #169: Ut non suscipit fames sed	Corinne Knox	Sales	John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #170: Laborem moderat tempore et item	Margot Moscov	Sales	John Doe	No Team	Waiting Agent: 0

Comment (1)

Lara Proud

5 months ago

Hi Jason, this change has been implemented, now when a ticket is locked it can be seen in any of the ticket views including the table view, making it much easier to know which tickets are locked by other agents from a quick glance!