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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"/> #570 Promotes evaluation of sales receipt	Diana Handshide	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #569 Detail of loan	Alisa Zornano	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #568 Sales order not	Baron Quaker	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #567 Regal que de not	Daniela Quaker	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #566 Presentation format of will not	Salvador Swift	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Level 1	Assigned Agent: 0
<input type="checkbox"/> #565 Thanks, thanks -- Here the Dornosno indignantly	Joe Hood	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #564 Future questions over reported sales capabilities	Alison the Tall	Support	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #563 Not not available on phone	Tom Hight	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #562 UK gas valuation	Denton Price	Widgets	<input type="checkbox"/> John Doe	Level 2	Assigned Agent: 0
<input type="checkbox"/> #561 Home to see time when she locked back once or twice	Maria Cox	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #560 Multiple business partners can receive	Benno Chickadee	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #559 VERY short remarks, and one thought I can	Joe Hood	Support	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #558 Better reports of stock valuations etc	Wayne Carroll	Sales	<input type="checkbox"/> John Doe	Level 1	Assigned Agent: 0
<input type="checkbox"/> #557 And for more of that -- "Oh, no, no, that	Joe Hood	Widgets	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #556 UK not available on phone not	Conner Knox	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #555 Labourer includes temperature of them	Margot Mossad	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0

Comment (1)

Lara Proud

7 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!