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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"/> #571 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"/> #572 Sales table set	Baron Quaker	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #573 Repair gas air	Daniela Quibus	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #574 Presentation format of web asset	Salvador Swift	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Level 1	Assigned Agent: 0
<input type="checkbox"/> #575 Thanks, thanks -- Here the Dornow's indignity	Joe Hood	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #576 Future questions over reported sales capabilities	Alison De'Neil	Support	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #577 Set up configuration panel	Isak Hight	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #578 UI app validation	Denton Price	Widgets	<input type="checkbox"/> John Doe	Level 2	Assigned Agent: 0
<input type="checkbox"/> #579 Issue to test time when site locked back once or twice	Maria Cox	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #580 Update known previously case reference	Benno Chickadee	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #581 VERY short remarks, and one thought I can	Joe Hood	Support	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #582 Better reports of stock volumes etc	Wayne Carroll	Sales	<input type="checkbox"/> John Doe	Level 1	Assigned Agent: 0
<input type="checkbox"/> #583 And for more of that -- "Oh, no, how, that	Joe Hood	Widgets	<input type="checkbox"/> John Doe	Support	Assigned Agent: 0
<input type="checkbox"/> #584 UI and development for new set	Conner Knox	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0
<input type="checkbox"/> #585 Laboratory evaluation templates of items	Margot Mossad	Sales	<input type="checkbox"/> John Doe	No Team	Assigned Agent: 0

Comment (1)

Lara Proud

1 year 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!