Show the date and time of the answers in the communication thread Finished

- Zsolt Kiss
- **Fórum neve:** #Feature Request

It would be perfect if the date and time of the agent's / user's answer can be seen in the mobile app's communication thread.
Now it is missing so you can check the whole communication but without that information when they have been written.

(1) megjegyzés

Lara Proud
1 éve

The date and times are visible in the ticket thread on the Deskpro mobile apps so you can easily see when the communication was written:

Issue with my meter reading

35 | + Add   Actions ⌄

| Information | **Messages** | User | Organization |

History

✈ EMAIL   Nov 2, 2022, 11:43 AM   #1   ⋮

Hi,

This month an automatic meter reading has been added and it is way too high.

I'm now trying to add a manual meter reading, but I can't as it is lower than the automatic reading.

Can someone help?

Thanks,

Hannah

✈ EMAIL   Feb 3, 2023, 12:20 PM   #2   ⋮

Hi Hannah Scott

Thanks for your inquiry, this has been escalated to management. Someone will be in touch in the next 48 hours.

✏ Reply