



[헵트센터](#) > [피드백](#) > [Feature Request](#) > [Lock icon in condensed ticket list view](#)

Lock icon in condensed ticket list view Finished

- JM Jason McGrath
- 포럼 이름: #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"/> #1570: Processen van de klant is niet correct	Thomas Hooftdijck	Sales	John Doe	No Team
<input type="checkbox"/> #1571: Client is niet op tijd	Alexa Zornano	Regulation and Control of Magical Creatures > Control	John Doe	No Team
<input type="checkbox"/> #1572: Client is niet op tijd	Maria Koshin	Regulation and Control of Magical Creatures > Regulation	John Doe	No Team
<input type="checkbox"/> #1573: Regel is niet op tijd	Daniela Quizon	Sales	John Doe	No Team
<input type="checkbox"/> #1574: Processen van de klant is niet correct	Salvador Swift	Regulation and Control of Magical Creatures > Regulation	John Doe	Level 1
<input type="checkbox"/> #1575: Ticket is niet op tijd	Joe Kool	Regulation and Control of Magical Creatures > Control	John Doe	Support
<input type="checkbox"/> #1576: Ticket is niet op tijd	Alexandra Hall	Support	John Doe	Support
<input type="checkbox"/> #1577: Ticket is niet op tijd	Tom Hooft	Regulation and Control of Magical Creatures > Regulation	John Doe	Support
<input type="checkbox"/> #1578: Ticket is niet op tijd	Danica Price	Wildlife	John Doe	Level 2
<input type="checkbox"/> #1579: Ticket is niet op tijd	Maria Kool	Sales	John Doe	No Team
<input type="checkbox"/> #1580: Ticket is niet op tijd	Maria Koshin	Regulation and Control of Magical Creatures > Control	John Doe	Support
<input type="checkbox"/> #1581: Ticket is niet op tijd	Joe Kool	Support	John Doe	No Team
<input type="checkbox"/> #1582: Ticket is niet op tijd	Salvador Swift	Sales	John Doe	Level 1
<input type="checkbox"/> #1583: Ticket is niet op tijd	Joe Kool	Wildlife	John Doe	Support
<input type="checkbox"/> #1584: Ticket is niet op tijd	Salvador Swift	Sales	John Doe	No Team
<input type="checkbox"/> #1585: Ticket is niet op tijd	Maria Koshin	Sales	John Doe	No Team

댓글 (1)

Lara Proud

2 년 전

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!