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Lock icon in condensed ticket list view Finished

- JM Jason McGrath
- **Nome del forum:** #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"/> #176: Pagine non raggiungibili o molto lente	Denise Ruchhoeber	Sales	John Doe	No Team	Assigning Agent: 0
<input type="checkbox"/> #182: Clienti in linea	Alan Zamora	Regulation and Control of Magical Creatures > Control	John Doe	No Team	Assigning Agent: 0
<input type="checkbox"/> #174: Messa subito sott	Mered Quatler	Regulation and Control of Magical Creatures > Regulation	John Doe	No Team	Assigning Agent: 0
<input type="checkbox"/> #123: Segno qui qui est	Daniela Quatler	Sales	John Doe	No Team	Assigning Agent: 0
<input type="checkbox"/> #124: Problemi con banca di viale anni	Sandra Swift	Regulation and Control of Magical Creatures > Regulation	John Doe	Level 1	Assigning Agent: 0
<input type="checkbox"/> #125: Tante, tante... non hai successo indipendentemente	Jan Kool	Regulation and Control of Magical Creatures > Control	John Doe	Support	Assigning Agent: 0
<input type="checkbox"/> #126: Facciamo qualcosa verso i problemi di vendita	Alexandra Thal	Support	John Doe	Support	Assigning Agent: 0
<input type="checkbox"/> #128: Sei così meravigliosamente generoso	Jan Kool	Regulation and Control of Magical Creatures > Regulation	John Doe	Support	Assigning Agent: 0
<input type="checkbox"/> #131: Un po' di violenza	Daniel Pook	Wizards	John Doe	Level 2	Assigning Agent: 0
<input type="checkbox"/> #163: I miei tre bambini sono stati bloccati da un altro	Marvin Doe	Sales	John Doe	No Team	Assigning Agent: 0
<input type="checkbox"/> #175: Mi ha bloccato perpendendo una tempore	Helen Clarkbank	Regulation and Control of Magical Creatures > Control	John Doe	Support	Assigning Agent: 0
<input type="checkbox"/> #161: VERY short remarks, and she thought it was	Jan Kool	Support	John Doe	No Team	Assigning Agent: 0
<input type="checkbox"/> #167: Benessere importante di molti visitatori vitali	Wayne Carroll	Sales	John Doe	Level 1	Assigning Agent: 0
<input type="checkbox"/> #168: And the world of magic is... Oh, the love that	Jan Kool	Wizards	John Doe	Support	Assigning Agent: 0
<input type="checkbox"/> #173: Un bel disordine per i clienti	Coleman Knox	Sales	John Doe	No Team	Assigning Agent: 0
<input type="checkbox"/> #178: L'ultimo momento temporale di lavoro	Margot Morrison	Sales	John Doe	No Team	Assigning Agent: 0

Commento (1)

Lara Proud

2 anni fa

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!