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Adding more columns to the 'linked tickets' tab Collecting Feedback

- Robert Chiu
- フォーラム名: #Feature Request

In the 'linked tickets' tab, it would be useful to be able to adjust the column view and include more information. Examples would be to is to see:

- * ticket number
- * date created
- * etc

Sometimes there are multiple linked tickets so Agents would need to click into all of them to find the one they're looking for.

Comments (1)

Zsolt Kiss

6年前

It would be a perfect feature for us also if we could manage the visible fields as a column in the linked tickets' section. Ordering the tickets by the content of the columns would be also a nice extra.