Admins to set ticket filter views globally Collecting Feedback

- SC Simone Cesana
- **フォーラム名**: #Feature Request

We would like the ability for an admin to select filters and grouping for the various ticket view (eg. resolved, awaiting user etc) and have them apply to all agents, so that all agents have the same groupings and orderings for the ticket views.

Comments (1)

Javier Casares
2ヶ月前
This is a must for any ticketing system to keep consistence on what everyone sees. I was surprised not to see this feature available on this software.