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Viewing agent-only notes Under Review

- MJ Martin Brule Jr.
- 포럼 이름: #Feature Request

Many times when another agent continues working another's ticket, it's helpful to filter out the replies to/from the end user and only see agent notes for quick review of troubleshooting steps already done.

댓글 (2)

MS Mike Sheldon

5 년 전

This would be very helpful for our organization as well. Majority of the time all the info we need is in the notes not the messages.

SH Steve, Lam Hang

5 년 전

This is indeed useful especially when auditing for 1:1 reviews with the agent. Also important when the thread is too long. Some tickets could be going on for a few weeks and reading all the contents is sometimes time consuming.