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Lock icon in condensed ticket list view Finished

- Jason McGrath
- **Forumo pavadinimas:** #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"/> #151: Priešmonės vengimas ir nušėlymo receptas	Dariusz Ruchalski	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #152: Klientų ir prekių	Anna Ziemann	Regulation and Control of Maggot Creations > Control	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #153: Klientų ir prekių	Anna Ziemann	Regulation and Control of Maggot Creations > Regulation	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #154: Klientų ir prekių	Dariusz Ruchalski	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #155: Priešmonės vengimas ir nušėlymo receptas	Dariusz Ruchalski	Regulation and Control of Maggot Creations > Regulation	<input type="checkbox"/> John Doe	Level 1	Waiting Agent: 0
<input type="checkbox"/> #156: Tinkama, nesėkminga -> Hana the Dommous indignantly	Joe Hill	Regulation and Control of Maggot Creations > Control	<input type="checkbox"/> John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #157: Priešmonės vengimas ir nušėlymo receptas	Anna Ziemann	Support	<input type="checkbox"/> John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #158: Tinkama, nesėkminga -> Hana the Dommous indignantly	Joe Hill	Regulation and Control of Maggot Creations > Regulation	<input type="checkbox"/> John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #159: Klientų ir prekių	Dariusz Ruchalski	Support	<input type="checkbox"/> John Doe	Level 2	Waiting Agent: 0
<input type="checkbox"/> #160: Klientų ir prekių	Anna Ziemann	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #161: Klientų ir prekių	Anna Ziemann	Regulation and Control of Maggot Creations > Control	<input type="checkbox"/> John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #162: Klientų ir prekių	Anna Ziemann	Support	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #163: Klientų ir prekių	Anna Ziemann	Sales	<input type="checkbox"/> John Doe	Level 1	Waiting Agent: 0
<input type="checkbox"/> #164: Klientų ir prekių	Anna Ziemann	Support	<input type="checkbox"/> John Doe	Support	Waiting Agent: 0
<input type="checkbox"/> #165: Klientų ir prekių	Anna Ziemann	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0
<input type="checkbox"/> #166: Klientų ir prekių	Anna Ziemann	Sales	<input type="checkbox"/> John Doe	No Team	Waiting Agent: 0

Comment (1)

Lara Proud

4 months ago

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!