



<u>Help Center</u> > <u>Kopiena</u> > <u>Feature Request</u> > <u>Improve Task Functionality</u>

Improve Task Functionality Report



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• Foruma nosaukums: #Feature Request

Recommending the following functionality to improve how tasks can be utilized:

- Enable deleting tasks
- Enable search/filter (not just sort) on tasks screen by
- agent
- linked ticket fields
- due date
- completion (want to be able to remove completed tasks from my view)

- Combine all tasks assigned to an agent in 1 email sent out on a basis as defined in the admin
- include due date, ticket number, ticket subject for each task
- Trigger options for tasks to include more functionality with email notification and reassigning of ticket etc.