In Ticket's, in Awaiting Agent, Unassigned never shows a count of Unassigned tickets Finished

- Marion Abramo
- **Forum name:** #Bug Report

While getting 5 new agents up to speed all looked at the unassigned in this section and didn't find the sample ticket I made for them.

Comment (1)

Eloise Rea

2 months ago

Hi Marion, I’m just reaching out as we are doing a review of open bug reports in Deskpro since the release of Deskpro Horizon. I’ve taken a look into this issue and I can see this should now be fixed in Horizon. I’m very sorry for the delay in providing an update here. We have since implemented weekly release cycles and reviews to ensure you are always up to date.