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Lock icon in condensed ticket list view Finished

- Jason McGrath
- **Forum name:** #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"/> #570 Promotes evaluation of sales receipt | Diana Handshaker | Sales | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |
| <input type="checkbox"/> #571 Detail of loan | Alisa Zorrano | Regulation and Control of Magical Creatures > Control | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |
| <input type="checkbox"/> #572 Sales table set | Robert Quaker | Regulation and Control of Magical Creatures > Regulation | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |
| <input type="checkbox"/> #573 Repair gas car | Daniela Quaker | Sales | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |
| <input type="checkbox"/> #574 Presentation format of web site | Salvador Swift | Regulation and Control of Magical Creatures > Regulation | <input type="checkbox"/> John Doe | Level 1 | Assigned Agent: 0 |
| <input type="checkbox"/> #575 Thanks, thanks -- Here the Dornow's indignity | Joe Hood | Regulation and Control of Magical Creatures > Control | <input type="checkbox"/> John Doe | Support | Assigned Agent: 0 |
| <input type="checkbox"/> #576 Future questions over reported sales capabilities | Abraham Hall | Support | <input type="checkbox"/> John Doe | Support | Assigned Agent: 0 |
| <input type="checkbox"/> #577 Set up workstation panel | Tom Hight | Regulation and Control of Magical Creatures > Regulation | <input type="checkbox"/> John Doe | Support | Assigned Agent: 0 |
| <input type="checkbox"/> #578 UI app installation | Denton Price | Widgets | <input type="checkbox"/> John Doe | Level 2 | Assigned Agent: 0 |
| <input type="checkbox"/> #579 I have to see how you locked back once or twice | Maria Cox | Sales | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |
| <input type="checkbox"/> #580 Multiple business partnerships can increase | Benno Chickadee | Regulation and Control of Magical Creatures > Control | <input type="checkbox"/> John Doe | Support | Assigned Agent: 0 |
| <input type="checkbox"/> #581 VERY short remarks, and one thought I can | Joe Hood | Support | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |
| <input type="checkbox"/> #582 Better reports of stock volumes etc | Wayne Carroll | Sales | <input type="checkbox"/> John Doe | Level 1 | Assigned Agent: 0 |
| <input type="checkbox"/> #583 And for more of that -- "Oh, no, how, that | Joe Hood | Widgets | <input type="checkbox"/> John Doe | Support | Assigned Agent: 0 |
| <input type="checkbox"/> #584 UI and development for new set | Conner Knox | Sales | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |
| <input type="checkbox"/> #585 Laboratory evaluation templates of items | Margot Mossad | Sales | <input type="checkbox"/> John Doe | No Team | Assigned Agent: 0 |

Comment (1)

Lara Proud

1 year 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!