Flag is seen by all agents Finished

- Douglas Martin
- **Forum name:** #Bug Report

Flags are designed for each agent's personal use: agents can't see each other's flags. . But ... when we set the flag with a new ticket trigger all agents can see the flag. See attached image of the trigger.

Comments (2)

**Douglas Martin**

6 years ago

We really would love for this to be fixed or help with a workaround. Is this an issue that will be dealt with or should we look for other strategies?

**Eloise Rea**

1 month ago

Hi Douglas, 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 flags have now become stars in Horizon so this issue should no longer occur. 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.