Deskpro

If an agents open the same ticket show them info that another agent is in a ticket Finished

- Valentina
- **Naam forum:** #Feature Request

If an agents open the same ticket show them info that another agent is in a ticket.

Reactie (1)

Christine Loh

2 jaar geleden

Hi Valentina, this feature is now available. When agent A is writing a response to a ticket, agent B can see the draft message written by agent A.