Deskpro

Previous tickets tab Finished

- Eric VanTol
- **Naam forum:** #Feature Request

There should be a tab in the ticket window for 'Previous Tickets' that will show you a list of all the prior tickets for the user or organization. This might help with identifying chronic issues with a particular user or org.

Reactie (1)

Lara Proud

5 maanden geleden

Hi Eric, thanks for the great suggestion. This something we have added into the ticket view. Now, when you are looking at an open ticket, you are able to see other tickets that the User or Organization has raised, both open and resolved, at the bottom of the User or Organization Profile for the respective tickets.