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Show total no. Open tickets rather than Total tickets for users Finished

- Lauren Cumming
- **Naam forum:** #Feature Request

Currently it shows total tickets when a user logs into the user portal but could be beneficial to just show total Open tickets.

Reacties (4)

TM **Thomas Mangin**

9 jaar geleden

Having both in a open/total presentation would give the best of both word

TG **Thomas Goulet**

7 jaar geleden

The count on the user portal shows total tickets including those solved.

It would be more helpful is this just showed open tickets.

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Logout



English ▾

AT Aled Treharne

13 jaar geleden

I'd like to see a change to the ticket counter on the userinfo block (top right block on the user-facing pages). It currently says: 'View your N tickets' Where N is the total number of tickets I've ever raised. I'd prefer it to say 'View your N open tickets'. Also, I'd like to add two entries: View all tickets, ever View N tickets waiting for me - these should be tickets in 'Waiting customer'.

Lara Proud

2 jaar geleden

With the Help Center update, the My Tickets area will now be split into three different sections depending on the status of the tickets: You need to respond (Awaiting User), We will respond (Awaiting Agent/Pending) and Resolved (Resolved). The count of tickets in each status is at the top of each section to make it clear how many tickets there are. And when a users has tickets to respond to, the display will only show the number of tickets that require their response and not the count for all tickets they have raised.