



[Centro de Suporte](#) > [Comunidade](#) > [Feature Request](#) > [If an agents open the same ticket show them info that another agent is in a ticket](#)

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

- Valentina
- **Nome do fórum:** #Feature Request

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

Comentário (1)

Christine Loh

há 3 anos

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.