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Lock icon in condensed ticket list view Finished

- Jason McGrath
- **Nome do fórum:** #Feature Request

Add the ability to see when tickets are locked in the condensed ticket view:

Subject	User	Department	Agent	Agent Team
☐ #150: Proseamus voluptatem et nulla suscipit	Denise Ruedelbacher	Sales	🔒 John Doe	No Team
☐ #151: Consectetur et donec	Alan Johnson	Registration and Control of Magical Creatures > Control	John Doe	No Team
☐ #152: Molestias unde aut	Margot Gendler	Registration and Control of Magical Creatures > Registration	John Doe	No Team
☐ #153: Suspendisse quisque	Daniela Quizon	Sales	John Doe	No Team
☐ #154: Praesentiam hendrerit et velit eros.	Sanjivka Swift	Registration and Control of Magical Creatures > Registration	John Doe	Level 1
☐ #155: Tenetur, nulla...? Nam hic temporibus ideligentia.	Jan Kool	Registration and Control of Magical Creatures > Control	John Doe	Support
☐ #156: Facere euismod, veni iustitia subita iustitiae.	Alexandra Tsui	Support	John Doe	Support
☐ #157: Sed est accipitorem quoniam	Harv Hight	Registration and Control of Magical Creatures > Registration	John Doe	Support
☐ #158: Ut qui volutatem	Denise Poon	Widgets	John Doe	Level 2
☐ #159: Tamen in laudibus when she looked back, when he knew	Boris De	Sales	John Doe	No Team
☐ #160: Mollis tempus pellentesque quis tempus.	Hector Chickadee	Registration and Control of Magical Creatures > Control	John Doe	Support
☐ #161: VERY short remarks, and she thought it over	Joe Kool	Support	John Doe	No Team
☐ #162: Sedisse imperdiet et iusto volutatem vitae.	Wayne Carroll	Sales	John Doe	Level 1
☐ #163: Aenean euismod in hac in '09, No team. Hui!	Jan Kool	Widgets	John Doe	Support
☐ #164: Ut sed disceptare hendrerit sed	Colleen Knox	Sales	John Doe	No Team
☐ #165: Laborem molestias temporibus et libero.	Margot Miroslav	Sales	John Doe	No Team

Comentário (1)

Lara Proud

há 8 meses

Hi Jason, this change has been implemented, now when a ticket is locked it can be seen in any of the ticket views including the table view, making it much easier to know which tickets are locked by other agents from a quick glance!