



[Centro de Suporte](#) > [Comunidade](#) > [Feature Request](#) > [Mass Actions based on a common parent ticket](#)

Mass Actions based on a common parent ticket Report

- Kim Gilmour
- **Nome do fórum:** #Feature Request

We currently group tickets reporting the same or similar problems by linking them all under a parent ticket describing the underlying problem. It would help our efficiency to have functionality that enables us to perform a mass action based on a common parent ticket so we can reply to all users/add relevant update notes/ change status/ etc on those related tickets.

We have a workaround in place, but it requires a few more steps than is ideal.

Comentário (1)

David Palmquist

há 5 meses

We are looking for the same functionality!