Separate Agent Permission to edit own Messages Collecting Feedback

- Grote, Sebastian
- **Nome do Fórum:** #Feature Request

Agents should be able to edit their own Messages/Notes. This is needed eg. for correctings typos, etc. without giving the aibility for deleting Messages/Notes.

Comentários (3)

Jeroen van der Steen

6 years ago

To me there is a big difference between editing message and editing notes, because one is visible to the customer while the other is not. I would love to see the permissions to edit/delete messages and notes separated from each other. For us this would mean we could allow agents to edit/remove notes to reflect the latest status, while they would not be able to edit/remove messages that have been sent to customers.

Zsolt Kiss

6 years ago

Totally agree, it would be great if we could handle separatedly the edit and delete permissions. Now it can be managed together only.

Earene Lee

6 years ago

Agent should also be only allowed to *edit their own notes* and no other agent or sys admin notes that are inserted via SLA's/Escalation/manually/etc.