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Lock icon in condensed ticket list view Finished

- Jason McGrath
- **Forum name:** #Feature Request

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

Subject	User	Department	Agent	Agent Team
<input type="checkbox"/> #570 Promover evaluación de nuevo concepto	Diana Rueda	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #569 Detalle de login	Alisa Zorrano	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #568 Como se usa	Robert Quaker	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #567 Regalo de cumpleaños	Daniela Quaker	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #566 Presentación de un nuevo producto	Salvador Swift	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Level 1
<input type="checkbox"/> #565 Tareas, tareas... ¿Hay un problema de seguridad?	Joe Hill	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #564 Funcionamiento de un nuevo producto	Abraham Hill	Support	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #563 Reducción de impuestos	Tom Hill	Regulation and Control of Magical Creatures > Regulation	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #562 Un nuevo producto	Daniel Price	Widgets	<input type="checkbox"/> John Doe	Level 2
<input type="checkbox"/> #561 Funcionamiento de un nuevo producto	Maria Lee	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #560 Nuevo producto	Robert Quaker	Regulation and Control of Magical Creatures > Control	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #559 VESTIR sobre el tema, y me gustaría tener	Joe Hill	Support	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #558 Detalles de un nuevo producto	Wayne Carroll	Sales	<input type="checkbox"/> John Doe	Level 1
<input type="checkbox"/> #557 Así es como se usa el producto	Joe Hill	Widgets	<input type="checkbox"/> John Doe	Support
<input type="checkbox"/> #556 Un nuevo producto	Conner Hill	Sales	<input type="checkbox"/> John Doe	No Team
<input type="checkbox"/> #555 Laboratorio de productos de tema	Margot Maxwell	Sales	<input type="checkbox"/> John Doe	No Team

Comment (1)

Lara Proud

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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!