Why can't I see flags?

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

Question:

When other agents on my helpdesk set flags, I can't see them. Is there something wrong?

Answer:

Flags are designed for each agent's personal use: agents can't see each other's flags. If you would like a shared way to mark tickets for attention, use urgency or labels.

Tags

flags

Comment (1)

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Philipp Bartsch

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But this is for actual manual setting only, correct? If I set up a trigger that flags a ticket of an agent under specific conditions then everyone is able to see it. Moreover I am not able to remove a flag by using a trigger action.