



[Help Center](#) > [Spätná väzba](#) > [Feature Request](#) > [Admins to set ticket filter views globally](#)

Admins to set ticket filter views globally Collecting Feedback

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- **Forum name:** #Feature Request

We would like the ability for an admin to select filters and grouping for the various ticket view (eg. resolved, awaiting user etc) and have them apply to all agents, so that all agents have the same groupings and orderings for the ticket views.