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Show total no. Open tickets rather than Total tickets for users Finished

- Lauren Cumming
- **Forum name:** #Feature Request

Currently it shows total tickets when a user logs into the user portal but could be beneficial to just show total Open tickets.

Comments (4)

**Thomas Mangin**

pred 7 rokmi

Having both in a open/total presentation would give the best of both word

**Thomas Goulet**

pred 5 rokmi

The count on the user portal shows total tickets including those solved.

It would be more helpful is this just showed open tickets.



**Aled Treharne**

pred 11 rokmi

I'd like to see a change to the ticket counter on the userinfo block (top right block on the user-facing pages). It currently says: 'View your N tickets' Where N is the total number of tickets I've ever raised. I'd prefer it to say 'View your N open tickets'. Also, I'd like to add two entries: View all tickets, ever View N tickets waiting for me - these should be tickets in 'Waiting customer'.

**Lara Proud**

pred 9 mesiacmi

With the Help Center update, the My Tickets area will now be split into three different sections depending on the status of the tickets: You need to respond (Awaiting User), We will respond (Awaiting Agent/Pending) and Resolved (Resolved). The count of tickets in each status is at the top of each section to make it clear how many tickets there are. And when a users has tickets to respond to, the display will only show the number of tickets that require

their response and not the count for all tickets they have raised.