Deskpro

Center za pomoč > Skupnost > Feature Request > Ability for customers to view ticket 'Status' in the user portal

Ability for customers to view ticket 'Status' in the user portal Collecting Feedback

- Marion Abramo
- **Ime foruma:** #Feature Request

We would like our customers to have an option to view 'Status' in their portal. We have 3 substatus of pending that are of interest to our customers - Tier 2 Escalation, Dev Escalation, and Bug.

Komentar (1)

Marion Abramo

5 years ago

We have added a sub-status and now want that status to show to the customer. This is not currently possible, but we would like to show the User the exact state the ticket is in, and provide more context.