Allow us to change the Ticket ID URL in reports, so the link can redirect to open a ticket in the User Interface, rather than Agent Interface Collecting Feedback

- Hasan Hüseyin Gençer
- **Ime foruma:** #Feature Request

When creating reports, the report builder converts the ticket id field to a URL but this URL redirects to the agent interface.

I would like to change the URL so it redirects to the relevant ticket in the user portal, as we often send reports out to our clients and we would like them to have access to the referenced tickets.

Komentar (1)

Hasan Hüseyin Gençer

5 years ago

Any update on this?