



[Center za pomoč](#) > [Skupnost](#) > [Feature Request](#) > [Icons to show extra information on agent replies to tickets](#)

## **Icons to show extra information on agent replies to tickets**

### **Collecting Feedback**

- CB Chris Booth
- **Ime foruma:** #Feature Request

When viewing a ticket, the agent can see the date, time (etc) of the reply by hovering over the time (next to the cog). It would be good to have either text or a couple of icons to show firstly if the reply was sent to the user (ie Email User box was ticked) and secondly, an icon to show if the e-mail was successfully sent from Deskpro. This would save an agent from having to review the Full Log section (which could be large) to see if a reply was sent to a customer and the result of the update being sent.