Public chat history should be visible to agent handling the ticket that was created from it

Collecting Feedback

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- **Forum name:** #Feature Request

At the moment, chat history can only be viewed by agents that are members of the same chat department. As tickets can be created from the chat, it would be nice for the assigned agent to view the full chat history. The agent that had the chat cannot always write down in a note every piece of information that was provided during the chat.