Introducing: Linking Tickets to Feedback

2018-03-19 - Benedict Sycamore - Comments (0) - Product

We have now introduced a way to link tickets to one or more feedback items. This is useful for scenarios where a customer submits a ticket that you want to turn into a feature request.

The new update allows you to:

- Link tickets to feedback items, and display the link in both ticket and feedback views so agents have full visibility. Tickets can be linked to multiple feedback items, and feedback can be linked to multiple tickets.
- Search for tickets linked to a particular feedback item, or search for tickets "with a link" to any existing feedback.

How does the new feature work?

To link to feedback from a ticket, the "Link Existing Feedback" and "Create Linked Feedback" options are available from the Actions menu.

"**Create Linked Feedback**" opens the New Feedback tab. The New Feedback shows a message at the top saying it's being created as a linked item to the ticket.