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## Improve Task Functionality Report

- KG Kim Gilmour
- **Forumets namn:** #Feature Request

Recommending the following functionality to improve how tasks can be utilized:

- Enable deleting tasks
- Enable search/filter (not just sort) on tasks screen by
  - agent
  - linked ticket fields
  - due date
- completion (want to be able to remove completed tasks from my view)
- Combine all tasks assigned to an agent in 1 email sent out on a basis as defined in the admin
- include due date, ticket number, ticket subject for each task
- Trigger options for tasks to include more functionality with email notification and reassigning of ticket etc.