Filter for "Last Agent Note" Collecting Feedback

- Angelika Buchegger
- **Forum adı:** #Feature Request

It would be very helpful to have a „last agent note“ for building filters (Similar „date of last agent reply“). There often are only new notes and no new agent- or user answers and with this filter we also could select tickets in such cases. It also is possible to have a “date of last activity”, so you don’t have to filter all possible activities.

Yorumlar (2)

Zsolt Kiss

6 yıl önce

I support this idea. A new filter like [DATE OF LAST ACTIVITY] would be extremely useful for us also, because in several cases we use the "adding Note" feature only especially during our inner communication. We love this way of comminication particularly using the @[AGENT NAME] feature. So please priorize it :)

Ramirez, Javier

3 yıl önce

I support this idea. I would like to be able to see this criteria to apply to a Filter where I can add the NOTE as an activity to the case. This way we can separate activity in tickets between Requestors and Internal NOTE to IT. Thank you,