



[Help Center](#) > [Phản hồi](#) > [Feature Request](#) > [Show total no. Open tickets rather than Total tickets for users](#)

Show total no. Open tickets rather than Total tickets for users Collecting Feedback

- Lauren Cumming
- **Forum name:** #Feature Request

Currently it shows total tickets when a user logs into the user portal but could be beneficial to just show total Open tickets.

Comments (3)

Thomas Mangin

6 năm trước

Having both in a open/total presentation would give the best of both word

Thomas Goulet

3 năm trước

<div>The count on the user portal shows total tickets including those

solved.</div><p>
</p><p>It would be more helpful is this just showed open

tickets.</p><p>
</p><p></p>

Aled Treharne

10 năm trước

<p>I'd like to see a change to the ticket counter on the userinfo block (top right block on the user-facing pages). It currently says: 'View your N tickets' Where N is the total number of

tickets I've ever raised. I'd prefer it to say 'View your N open tickets'. Also, I'd like to add two

entries: View all tickets, ever View N tickets waiting for me - these should be tickets in

'Waiting customer'.</p>