Add last reply as a display option for the ticket list view Collecting Feedback

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- 论坛名称: #Feature Request

We'd like it to be possible to show part of last message in a ticket within the ticket list view details. This currently isn't an option in the display options list.

Our problem is that there are many times when a customer uses a subject like this: "PROBLEM", "HELLO", "FWD: " or "<3 <3 <3 <3". So when browsing through 200 tickets, seeing a few more sentences would make a difference . At the moment I can see the last reply when I hover on the ticket, but adding it as solid Display Option (under Cog) would be awesome!