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Allow agent filtering on Ticket Satisfaction reports Collecting Feedback

- Jason Voice
- 论坛名称: #Feature Request

Can't seem to see a way to filter Ticket Satisfaction by agent or team. We have 100 agents over 9 departments split in to 23 different teams. There seems to be no sensible way to look at Ticket Satisfaction on a per agent or team basis. It presents everyone one lump and makes auditing it very difficult.

Comments (1)

Earle Steel

7 years ago

Hello Jason, Thanks for your feedback! The DeskPRO Helpdesk is constantly evolving, and we love collaborating with you to develop and grow our product into one that works for you. We love your idea for a function which will allow you to Whilst we think about where this could fit with our development, other Users can contribute and agree with your Feedback - the more, the merrier! The more we feel it will benefit a number of Users, the more likely it is we will work on the feature!