Deskpro

Improve Ticket Summary Tab Usability Collecting Feedback

- E Elena
- 论坛名称: #Feature Request

I'd like to submit a feature request to improve the usability of the Summary tab. It currently has the following limitations:

1. Changes made to the summary are not logged

2. There is no way to identify which agent made an update

3. The time of changes is not recorded

4. Input in the summary is lost when navigating between tabs

Comments (1)

Zsolt Kiss
4 months ago
Agree, in addtion Summary works only in English language. If there is any option to set up the summary to different language eg. Hungarian please advise. FYI, the language of the ticket and the surface is aloso set to Hungarian nevertheless the summary's language is still English. Al of the other Ai tools works well in Hungarian language.