Agent Specific Tickets (My Tickets)

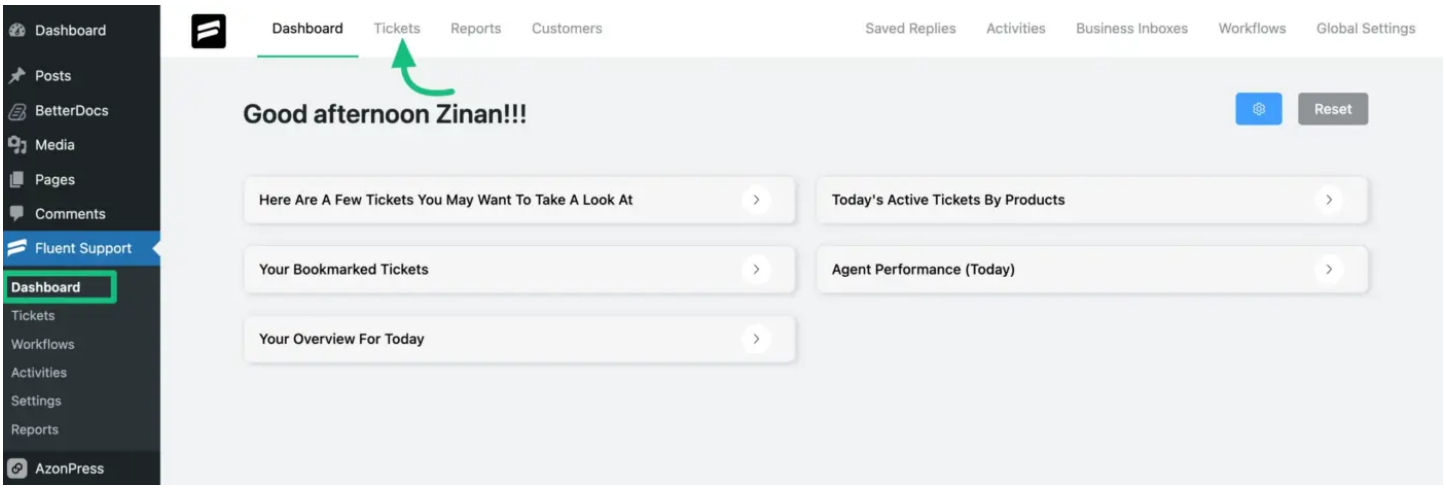
Productivity · https://fluentsupport.com/docs/agent-specific-tickets-my-tickets/

Fluent Support provides a helpful feature called "**My Tickets**" where you can easily view and filter tickets assigned specifically to you as an agent. This article will guide you through the functions of the “My Tickets**”** feature.

Agent Specific Tickets (My Tickets)

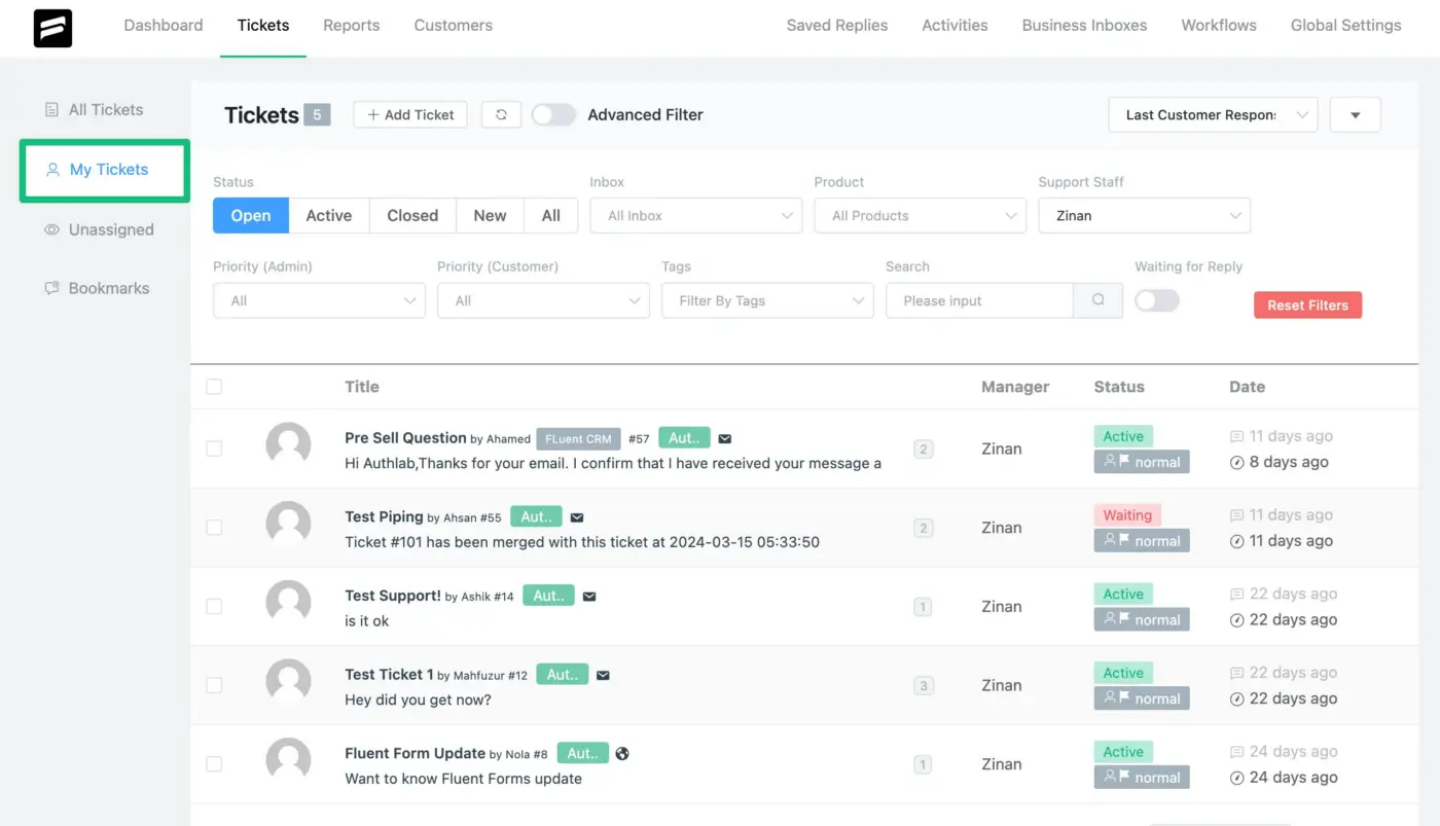
To learn where you can find this “**My Tickets”** feature, follow the steps with screenshots below —

Go to your **Fluent Support Dashboard** & click on **Tickets**.



Now, click on **My Tickets** and you will see a list of tickets that are assigned only for you.

You can also **Filter, Sort, and Search** all your tickets if needed. **My Tickets** work the same as **All Tickets**. To learn more about how this works, read this **Documentation**.



If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.