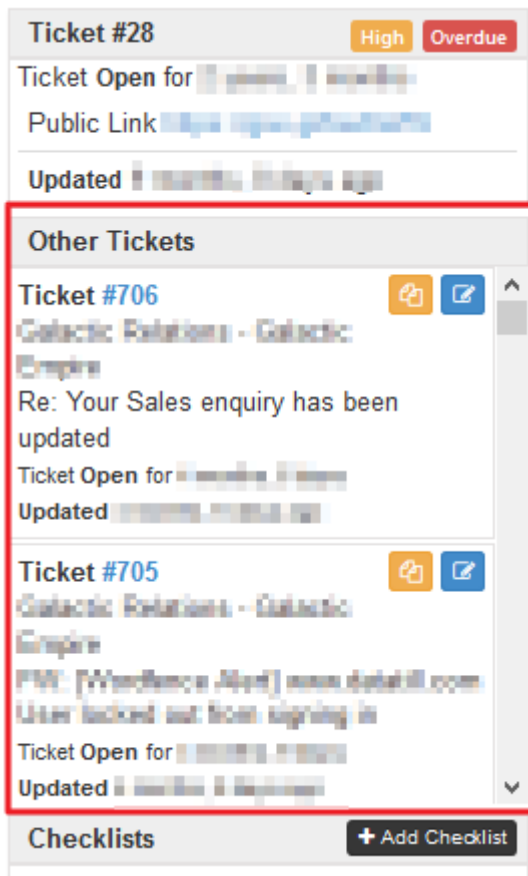


To help with context on helpdesk tickets, a new “Other Tickets” widget has been added on the right side bar of tickets when you open them.

The Other Tickets widget will show all tickets for the same customer that the current selected ticket is for.



The screenshot displays a ticket interface for 'Ticket #28'. At the top, it shows 'High' and 'Overdue' status tags. Below this, there are fields for 'Ticket Open for', 'Public Link', and 'Updated'. A red-bordered box highlights the 'Other Tickets' widget, which lists two related tickets: 'Ticket #706' and 'Ticket #705'. Each entry includes the ticket title, a brief description, and the 'Ticket Open for' and 'Updated' dates. At the bottom of the widget, there is a 'Checklists' section with an '+ Add Checklist' button.