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Auto Save for creating new ticket Finished

Mahmoud Sheikhan •

Feature Request# **اسم المنتدى:** •

One of our agent wrote about more than 100 line and when internet discounted and reconnect again all text gone . and he wrote all of them again, if Deskpro add this option on create a new ticket will be so useful . Now our agent will write in Microsoft word and after that . copy and paste and really it is not good. Thank you

تعليقات (٢)

Chris Padfield

منذ 8 سنوات

Agreed. We have this feature for replying to tickets, but not for new tickets - it's something .we plan to add

Paul Davies

منذ 6 سنوات

Hi Mahmoud. Auto-save of an agent response now works on new tickets as well as replying to .tickets