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Mass Action Add "Problem", "Note", and "Merge" Collecting Feedback

NK Nik Kov •
اسم المنتدى: # Feature Request

Would be great if we could do the following using mass actions - Assign Problem to selected tickets - Add note to selected tickets (instead of mass reply) - Merge selected tickets into single ticket

تعليقات (٦)

CB **Chris Booth**

منذ 9 سنوات

Having needed to merge 15 tickets this morning, being able to group merge them in one operation would have saved a fair bit of clicking

Ian Wilson

منذ 9 سنوات

When selecting tickets for mass action it would be useful to be able to apply "problem" from a pre-existing problem (Problems & Incidents feature) to all selected tickets

D **Danilo**

منذ 8 سنوات

Add a "mass action" for merge the tickets

LP **Lu Parente**

منذ 11 سنة

When applying actions to mass selections in Deskpro, we currently have the ability to add a 'Mass Reply' but not a 'Mass Note'. Adding the ability to add a 'Mass Note' would be very helpful when needing to apply the same

note to each of the selected tickets. Thanks, Lu

BB Ben Brown

منذ 7 سنوات

!!I'm very surprised this isn't already a feature for a helpdesk system used around the world

C Christian

منذ 5 سنوات

.It would also be great if there was the option to BCC on a Mass Action reply