



[Feature Request](#) > [Problem and Incident Enhancement](#) < [مركز المساعدة](#) < [اقتراحات](#)

## Problem and Incident Enhancement Collecting Feedback

BW Ben Willis •  
اسم المنتدى: # Feature Request

Please consider expanding the Problem and Incident functionality to allow tickets/incidents that are associated with a Problem to be updated (with a single response) in mass when the parent problem has been closed by either a workaround or by resolving the root cause .

.This would put DeskPro and this feature more in line with ITIL best practices