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Handling Tickets Efficiently

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Deskpro has a lot of different automations that make it easier to handle tickets and keep customers happy. For Agents, the main automation tools you'll use are Snippets, Macros, and Mass Actions

Snippets insert a rich-text canned response into your reply in two clicks making it quick and easy to •
send the same answer over and over, without having to type it out manually

Macros are created to let you run multiple actions on a ticket in one. If you have processes that •
regularly require you to apply the same actions you can create Macros which you can then add to a
ticket to run the actions at once, rather than needing to apply them individually

Mass Actions are how they sound, they let you mass-select tickets from a list and add actions that will •
be applied to all the tickets at once, avoiding you having to click into every ticket and apply the action
manually

:Introduction Videos

.These videos will introduce you to the different automation actions you can apply to tickets

:Snippets

:Macros

:Mass Actions

Here is some suggested reading about the different productivity tools you can use to help you provide
exceptional support

:Further reading

[Snippets](#) •

[Escalations](#) •

[Mass Actions](#) •