

Product > Drag and drop for agents is now even better < الاخبار >

Drag and drop for agents is now even better

Product - (۰) تعليقات - Ben Henley - 2014-07-10

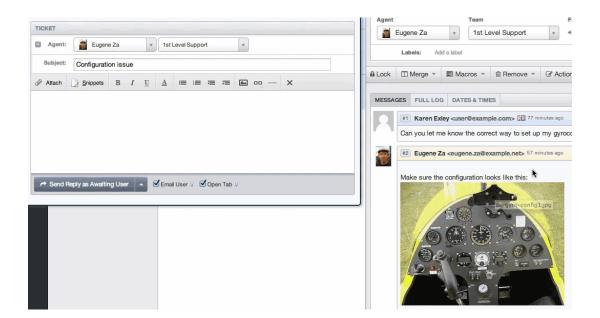
We're always looking for ways to make it faster and easier to get things done in DeskPRO. We just wanted to announce a new feature that might come in very useful for a lot of .agents

DeskPRO has supported drag and drop of files from your desktop to a ticket or ticket reply .for quite some time

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You can even paste a screenshot right into a ticket message with Ctrl-V (or cmd-V for Mac .(users). (We hope you knew that

:We realised that we could extend this to let you drag attachments between tickets



That works in recent versions of Chrome and Firefox. You can drag any file or image that's .been added to a ticket and drop it into a new ticket or a ticket reply

:So now if a user asks you to send them the same file again, you can just do this

REPLY NOTE Image: Attach Image: Snippets Image: Big I mining Image: Snippets Image: Snippets Imag
Drop your <u>image</u> here to insert it into your reply
Send Reply as Awaiting User Agent: EZa Team: 1st Level Support Cose Tab Email User MESSAGES FULL LOG DATES & TIMES
Dave <dave.lao@126.com> 15 minutes ago</dave.lao@126.com>
Sorry, I accidentally deleted the email with the manual - could you resend it? Tranks!
#3 Eugene Za <eugene.za@example.net> 18 minutes ago</eugene.za@example.net>
Here's the product manual I mentioned - Chapter 3 will have all the information you need.
الله acme-gyrocopter-manual-v2.2.pdf (258.23 KB)

:We've also added the ability to drag and drop attachments *from* tickets *to* your desktop

THE	#2 Eugene Za <eugene.za@example.net></eugene.za@example.net>	3 minutes ago	
13	This is the updated display software.		
	aa-display-softwarev68.zip (514.00 KB) 🖒	
			Show All
	Documents		
	Desktop		
	O Downloads		

Movies
Pictures