



[Product](#) > [New Feature: Click-to-edit fields on tickets](#) < [الاخبار](#)

## New Feature: Click-to-edit fields on tickets

[Product](#) - [تعليقات \(٠\)](#) - Lauren Cumming - 2017-01-17

We are always looking for ways to improve your experience with Deskpro in terms of making it more user-friendly. This is why we have introduced 'Click-to-edit' fields on tickets. You can now simply click on any field in your ticket properties box, such as Workflow or Category, and edit it straight away. Click on a field, edit it and press save at the bottom to make a change. You don't have to click on the gear to make fields editable anymore .which is a great time saver and makes this process a lot more effortless

The screenshot shows the 'PROPERTIES' tab of a ticket in Deskpro. At the top, there are tabs for 'LINKED TICKETS (3)', 'TASKS (0)', and 'SLAS'. Below these are three main sections: 'Agent' with a dropdown menu showing 'John Doe' and an 'Unassign' link; 'Team' with a dropdown menu showing 'None' and a 'Team' label; and 'Followers' with an 'Add Me' link and an 'Add a follower' button. Below these are several rows for 'Labels', 'Language' (set to English), 'Which option applies?', 'What date is this for?', and 'Please add your recommendations:'. A toolbar below the properties includes 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom section is the 'REPLY' area, which has a 'NOTE' tab and a rich text editor with icons for 'Attach', 'Snippets', bold, italic, underline, list, link, unlink, table, image, code, and a close button.