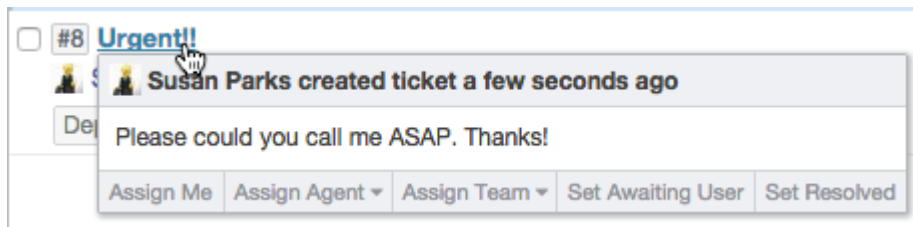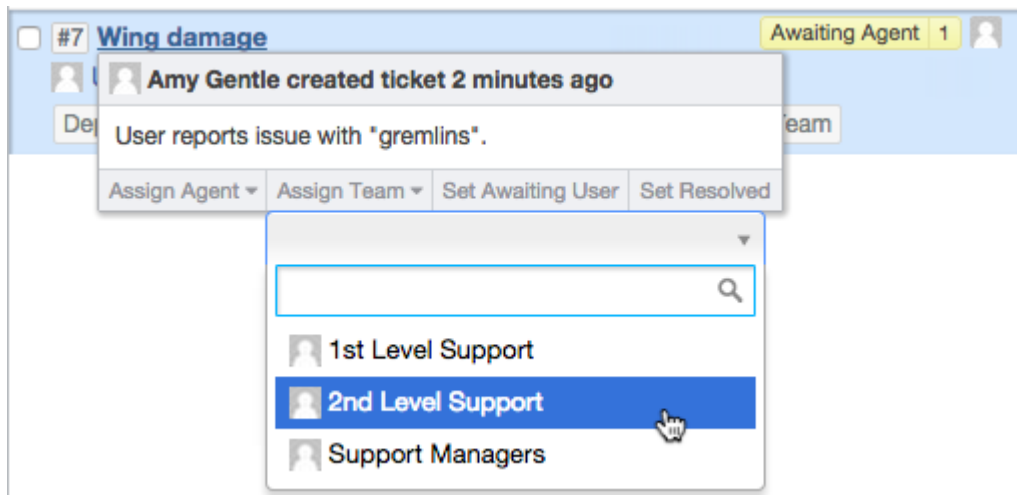# New Feature: Quick Actions

Product - (1) تعليق - Ben Henley - 2014-11-03

We're always looking for ways to make the agent interface faster and easier to use. Even though DeskPRO is web-based, we want working in your helpdesk to feel like you're using your favourite productivity software, not filling in a series of forms.
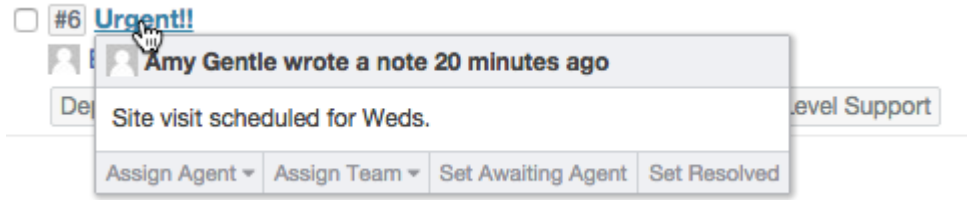
Our latest improvement is **quick actions** for tickets. Just hover your mouse over the title of a ticket in the list pane, and you'll see that the pop-up lets you carry out the most common ticket actions.

You can assign a ticket to yourself, or to any agent or team, or change its status.

As in previous versions, the pop-up shows you the last message on the ticket; now you can also see how old the message is, so you can see at a glance whether it's still relevant.

☐ #6 Urgent!!

Amy Gentle wrote a note 20 minutes ago

Site visit scheduled for Weds.

Level Support

Assign Agent ▾ | Assign Team ▾ | Set Awaiting Agent | Set Resolved

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تعليق (1)

تعليق (1)

Geraldine Menard

منذ 9 سنوات

Hello! This feature seems very promising but how comes that ther is no shortcut to assign a department? This would be very time-saving! Thanks!