



Помощен Център > Общност > Feature Request > Problem and Incident Enhancement Problem and Incident Enhancement Collecting Feedback

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- Име на форума: #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.