I'm having trouble dragging and dropping attachments from Outlook to Deskpro

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Question:

I want to be able to drag an attached file from an email in the desktop version of Outlook into a Deskpro ticket. It doesn't work if I drag straight from Outlook, but dragging files from a folder does work. Is there any way around this?

Answer:

This is a limitation of Outlook that applies when dragging files into any web-based app.

You can enable drag and drop directly from Outlook into all web apps, including Deskpro, by installing the Outlook2Web add-in.