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2 or more "New Ticket" Windows Collecting Feedback

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We want 2 or more "New ticket" windows open with different Email/Reply/Note information.

Situation: You get call A but it isn't possible to type all information when you are on the phone with your customer, because you are troubleshooting. You end the call after troubleshooting, and want to note down as much information as possible. But..... you get another call where you need to put down information in a new ticket..... Deskpro say's. This aint possible!

Solution: You can give "new tickets" a ticketnumber before the user saves/submit, but it is saved in the background. So it is possible to open more New tickets at the same time.