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Improved Snippets

2013-03-21 - Chris Padfield - Kommentarer (0) - Product

The snippets feature in DeskPRO has been improved for tickets and chats.

Shortcut Codes

You can now add *shortcut codes* to snippets. When you type a shortcut code into the replybox, the full snippet is automatically expanded. Use shortcut codes to quickly insert common snippets without having to open the snippets manager.

REPLY NOTE										
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Best Regar Christophe										
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Better Navigation

The snippets manager now includes an "All Snippets" section which shows you all of your defined snippets in a single list. This makes the newly-added filtering feature very useful. Just type a few characters of the snippet title you are looking for, and the list is filtered down in real-time. You can also use the up and down keys on your keyboard to select a snippet in your list. Once highlighted, just press the enter key to insert it into your reply.

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Ticket Snippets		×
Categories	+ Filter snippets	
All Snippets	Another Category	
Another Category New Category	Greett %greet% Dear Bishop, Gregory,	4ĝł
	Wrong Site %wrong-site% It appears as though you have contacted the wrong site.	ŝ
	New Category	
	Second Snippet %again% Here we are again. Here we are again.	-1ĝi-
	Test 123 %test%	÷

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