

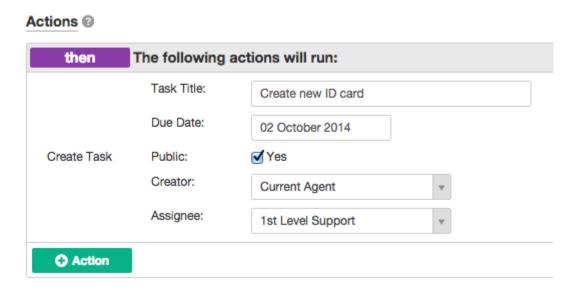
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2014-10-02 - Ben Henley - Kommentarer (0) - Product

The DeskPRO Tasks app is a lightweight way to track and assign agent to-do items, beyond dealing with tickets.

A lot of customers have asked us about automatically creating tasks. In the latest build, you'll find this great new action available for your triggers, escalations and SLAS:



The action can set a due date and assign the task to an agent or a team, just as if you were creating a task manually.

You'll find that when you create a new task yourself, it will now open in the content pane. By popular request, you can also **double-click task titles and comments to edit them**.

(In case you're not using them yet, here's the agent manual section about tasks.)

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- New Feature: Better Search for Users
- New Feature: Email Log Mass Actions
- New Feature: Shift-Click To Open Tabs In Background
- New Feature: Chat Search
- New Feature: Time for a Team Picture
- New Feature: Department Avatars
- New Feature: This Season's Designer Labels
- New Feature: Even Better Automation
- New Feature: Close Tabs in Bulk
- New Feature: Primary Teams
- DeskPRO Build #370 Released