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New Feature: Draft Snippets

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With Deskpro's [snippets](#) feature, your agents can quickly insert common phrases or "canned answers", and use variables to add a personalization, so the pre-written text can address each user by name or refer to details of their ticket.

To get the best out of snippets, it's important to write them carefully and only use them at the right time.

We've now added **draft snippets**, enabling you to create snippets which aren't shown by default.

You can now save a draft snippet and ask a couple of agents to review it, without making it visible to the rest of your agents until it's ready.

The screenshot displays the 'Ticket Snippets' management interface. On the left, a sidebar lists categories: 'All Snippets', 'FAQs', 'General', 'Holding', and 'Returns'. The main content area is currently filtered to show 'FAQs'. At the top right of this area, there is a search filter box and a dropdown menu set to 'Only show drafts'. Below the category headers, two snippets are visible. The first is 'Apology (check with legal)' with a variable placeholder '%oops%'. The second is 'Battery overheat (only use in summer)' with a variable placeholder '%summer%'. Each snippet includes a preview of the text it would generate, such as 'We at Acme regret any hurt feelings you experienced as a result of inadvertently programmed to evade federal safety tests. This was...' for the apology snippet.

Another use for drafts is to hide snippets that are only useful at a certain time of year. No need to wade through all the snippets about your Easter product line to find the pumpkin spice FAQ.

We've updated the snippets section of the agent manual with full [documentation of how to use drafts](#).

Deskpro On-Premise admins, update your helpdesk now to get this feature. If you're a Deskpro Cloud customer, we'll be rolling this out to your helpdesk soon.