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New Feature: Click-to-edit fields on tickets

2017-01-17 - Lauren Cumming - [Kommentare \(0\)](#) - [Product](#)

We are always looking for ways to improve your experience with Deskpro in terms of making it more user-friendly. This is why we have introduced 'Click-to-edit' fields on tickets. You can now simply click on any field in your ticket properties box, such as Workflow or Category, and edit it straight away. Click on a field, edit it and press save at the bottom to make a change. You don't have to click on the gear to make fields editable anymore which is a great time saver and makes this process a lot more effortless.

The screenshot shows the Deskpro ticket properties and editor interface. At the top, there are tabs for PROPERTIES, % LINKED TICKETS (3), TASKS (0), and SLAS. The PROPERTIES tab is active, showing the following fields:

- Agent**: Unassign (dropdown showing "John Doe")
- Team**: None (dropdown)
- Followers**: Add Me (button)
- Labels**: Add a label (input field)
- Language**: English (input field)
- Which option applies?**: (input field)
- What date is this for?**: (input field)
- Please add your recommendations:** (text area)

Below the properties are buttons for Lock, Merge, Macros, Remove, and Actions. At the bottom is a rich text editor toolbar with buttons for REPLY and NOTE, and icons for Attach, Snippets, Bold, Italic, Underline, and various styling options.