



<u>Κέντρο Εξυπηρέτησης > Κοινότητα > Feature Request > Add interface to mange Problems, just like you can manage Snippets</u>

Add interface to mange Problems, just like you can manage Snippets Report

- K Koen
- Όνομα φόρουμ: #Feature Request

In Horizon, there's a great new interface to manage snippets. It allows you to search, change view based on status, apply mass actions, see & sort on how often it's used. (See attachment.)

It would be great to have a similar interface for Problems. Currently it's quite hard to manage problems (see also https://support.deskpro.com/en-US/community/view/renaming-and-dating-problems-after-creation) and not possible to delete them.

The 'Problems & Incidents' section in the admin section only allow to change the settings - a problems list would fit there well.