Introducing our new Scratchpad App for convenient note-taking
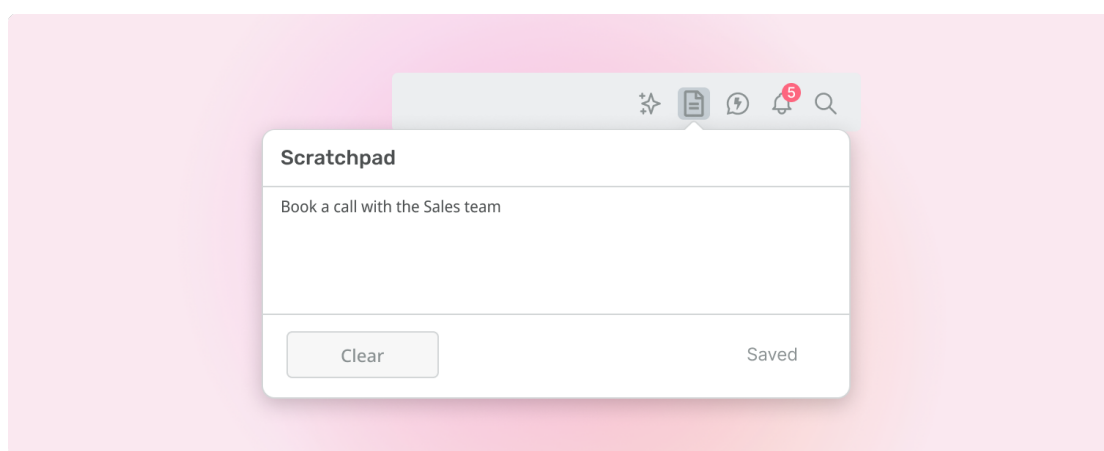
2022-10-10 - Lara Proud - Σχόλια (0) - Product (Agent)

Our Scratchpad App is now available for you to use. You will see the app in the top right-hand corner of the interface alongside the other global apps.

The app provides a simple notepad feature where you can write a quick note for yourself at any time, which is saved automatically in the window to access easily later on.

We created this app to enable you to write private notes, only visible to you, in the agent interface, so you don't have to leave the helpdesk to jot down a quick reminder or bit of information.

You can use regular keyboard shortcuts inside the app, such as **ctrl + z,** to undo content, giving it the same functionality as other note-taking convenience tools. And you can clear content from the notepad by clicking the handy **Clear** button.

The purpose is to make working wholly inside the helpdesk more convenient and to bring additional functionality to Deskpro that helps make your lives easier.