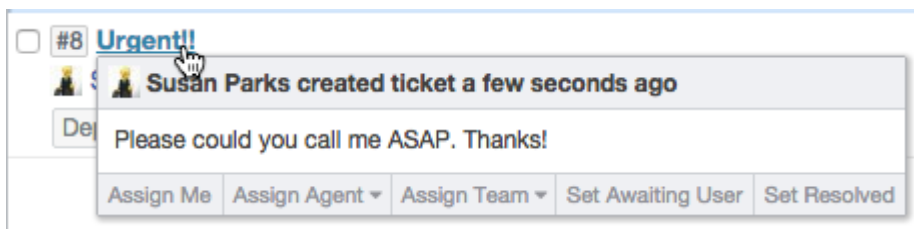


New Feature: Quick Actions

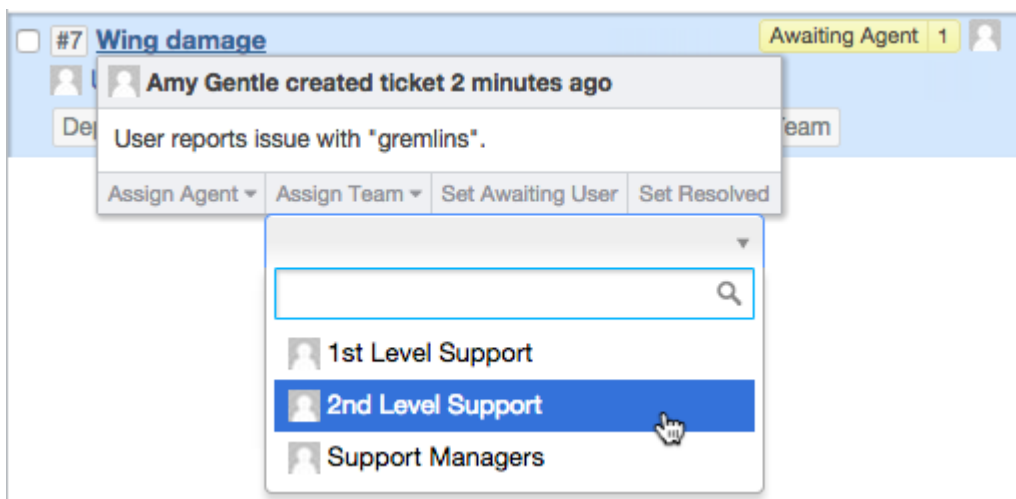
2014-11-03 - Ben Henley - Σχόλιο (1) - Product

We're always looking for ways to make the agent interface faster and easier to use. Even though DeskPRO is web-based, we want working in your helpdesk to feel like you're using your favourite productivity software, not filling in a series of forms.

Our latest improvement is **quick actions** for tickets. Just hover your mouse over the title of a ticket in the list pane, and you'll see that the pop-up lets you carry out the most common ticket actions.



You can assign a ticket to yourself, or to any agent or team, or change its status.



As in previous versions, the pop-up shows you the last message on the ticket; now you can also see how old the message is, so you can see at a glance whether it's still relevant.

A screenshot of a support ticket interface. At the top left, there is a checkbox, the number "#6", and the word "Urgent!". Below this, a user profile icon is followed by the text "Amy Gentle wrote a note 20 minutes ago". A mouse cursor is pointing at the user profile icon. Below the note, the text "Site visit scheduled for Weds." is visible. To the right of this text, the words "Level Support" are partially visible. At the bottom of the note area, there are four buttons: "Assign Agent" with a dropdown arrow, "Assign Team" with a dropdown arrow, "Set Awaiting Agent", and "Set Resolved".

Σχόλιο (1)

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Geraldine Menard

πριν από 8 χρόνια

Hello!

This feature seems very promising but how comes that there is no shortcut to assign a department?

This would be very time-saving!

Thanks!