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Drag and drop for agents is now even better

2014-07-10 - Ben Henley - Comments (0) - Product

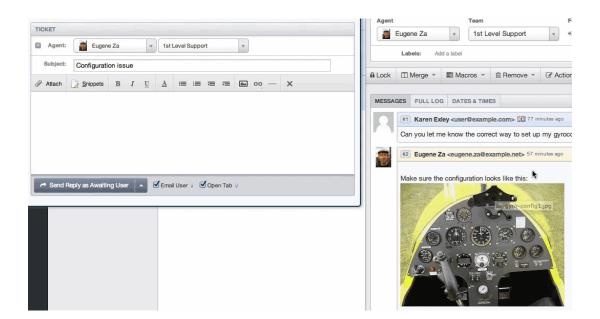
We're always looking for ways to make it faster and easier to get things done in DeskPRO. We just wanted to announce a new feature that might come in very useful for a lot of agents.

DeskPRO has supported drag and drop of files from your desktop to a ticket or ticket reply for quite some time.

| Macros | | Actions - | | |
|---------------------|----------------------|-------------------------|-------------------------|-------------------------------------|
| ts B I | | | n it to your reply | acme-gyrocopter- manual-v2.2.pdf |
| | Drop your <u>ima</u> | <u>ge</u> nere to inser | t it into your reply | |
| aiting <u>U</u> ser | 🗌 Agent: 🗏 Me 🗸 | Team: Support | t Managers 👻 🗹 Close Ta | ıb 🕅 🗹 Email User 🕅 |

You can even paste a screenshot right into a ticket message with Ctrl-V (or cmd-V for Mac users). (We hope you knew that).

We realised that we could extend this to let you drag attachments *between* tickets:



That works in recent versions of Chrome and Firefox. You can drag any file or image that's been added to a ticket and drop it into a new ticket or a ticket reply.

So now if a user asks you to send them the same file again, you can just do this:

| REPLY NOTE Image: Attach Image: Snippets Image: Big I mining Image: Snippets Image: Snippets Imag |
|---|
| Drop your <u>image</u> here to insert it into your reply |
| Send Reply as Awaiting User Agent: EZa Team: 1st Level Support Cose Tab Email User MESSAGES FULL LOG DATES & TIMES |
| Dave <dave.lao@126.com> 15 minutes ago</dave.lao@126.com> |
| Sorry, I accidentally deleted the email with the manual - could you resend it? Tranks! |
| #3 Eugene Za <eugene.za@example.net> 18 minutes ago</eugene.za@example.net> |
| Here's the product manual I mentioned - Chapter 3 will have all the information you need. |
| الله acme-gyrocopter-manual-v2.2.pdf (258.23 KB) |

We've also added the ability to drag and drop attachments *from* tickets *to* your desktop:

| THE | #2 Eugene Za <eugene.za@example.net></eugene.za@example.net> | 3 minutes ago | |
|-----|--|---------------|----------|
| 13 | This is the updated display software. | | |
| | aa-display-softwarev68.zip (514.00 KB |) 🖒 | |
| | | | |
| | | | Show All |
| | Documents | | |
| | Desktop | | |
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| | O Downloads | | |

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