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2022-10-10 - Lara Proud - Comments (0) - Product (Agent)

Our <u>Scratchpad</u> App is now available for you to use. You will see the app in the top righthand 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.

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|---------------------------------|-----------|
| Scratchpad | |
| Book a call with the Sales team | |
| Clear | Saved |

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.