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New Feature: Click-to-edit fields on tickets

2017-01-17 - Lauren Cumming - [Comments \(0\)](#) - [Product](#)

We are always looking for ways to improve your experience with Deskpro in terms of making it more user-friendly. This is why we have introduced 'Click-to-edit' fields on tickets. You can now simply click on any field in your ticket properties box, such as Workflow or Category, and edit it straight away. Click on a field, edit it and press save at the bottom to make a change. You don't have to click on the gear to make fields editable anymore which is a great time saver and makes this process a lot more effortless.

The screenshot displays the 'PROPERTIES' tab of a ticket in Deskpro. The interface includes several sections:

- Agent:** Unassign (dropdown menu showing 'John Doe')
- Team:** None (dropdown menu)
- Followers:** Add Me (button), Add a follower (button)
- Labels:** Add a label (text input)
- Language:** English (text input)
- Which option applies?:** (text input)
- What date is this for?:** (text input)
- Please add your recommendations:** (text input)

Below the properties box is a toolbar with the following actions: Lock, Merge, Macros, Remove, and Actions.

At the bottom, there is a 'REPLY' and 'NOTE' section with a rich text editor toolbar containing icons for Attach, Snippets, Bold (B), Italic (I), Underline (U), Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Table, Image, Link, and Code (</>).