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New Feature: Snippet & Macro Usage Reporting

2015-10-07 - Ben Henley - [Comments \(0\)](#) - [Product](#)

Deskpro turbo-charges your agents with features to speed up everyday support tasks. [Snippets](#) let them quickly insert common phrases or "canned answers". [Macros](#) enable them to store several tasks and then carry them out with one click.

So you can ensure you're getting the most out of snippets and macros, we've now added **snippet and macro usage reporting** through Deskpro's existing powerful reports interface.

You'll find built-in reports about how often each snippet or macro is used on your helpdesk at the bottom of the Tickets section.

Now you can see if your agents are making the best use of Deskpro's high productivity interface, or if more training is required. Real usage information also helps you plan new snippets and macros.

The screenshot displays the Deskpro Reports interface. On the left, a sidebar lists various report categories: 'Unresolved high priority tickets', 'Unresolved urgent tickets', 'Unresolved tickets with 10 or more agent replies', 'Macros used' (selected), 'Snippet categories used', 'Snippets used', and 'Snippets used split by category'. Below this is a 'Chats' section with a filter for 'Number of chats created' and 'grouped by'. The main content area shows the 'Macros used' report for 'this week'. It includes buttons for 'CSV', 'PDF', 'Print', and a green 'Show Query' button. Below the buttons, a table titled 'Results' displays the usage of macros. The table has three columns: 'ID', 'Title', and 'Uses'.

ID	Title	Uses
2	Returns -> RMA	5
5	Escalate to Level 3	4
1	Sales -> Follow-up call	3
12	Returns -> Extra -> Defect -> Issue -> Problem -> Urgent	1

If you need a more specific question answered, the same usage information is now available in your custom reports. You'll find the new variables you need to do this [documented in the Reports manual](#).

DeskPRO On-Premise admins, you can update your helpdesk now to get this feature. If you're a Deskpro Cloud customer, we'll be adding this to your helpdesk soon.

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