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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 shows two side-by-side reports. The left report is titled 'Unresolved high priority tickets' and includes sections for 'Unresolved urgent tickets', 'Unresolved tickets with 10 or more agent replies', and 'Macros used' (with a dropdown set to 'this week'). It also shows 'Snippet categories used' (this month), 'Snippets used' (this month), and 'Chats' (with a dropdown for 'Number of chats created' and 'grouped by agent'). The right report is titled 'Macros used' (with a dropdown set to 'this week') and includes buttons for 'CSV', 'PDF', 'Print', and 'Show Query'. It has a 'Results' section with a table:

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 -> Incident	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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