Auto Save for creating new ticket Finished

Mahmoud Sheikhian

- **Forum name:** #Feature Request

One of our agent wrote about more than 100 line and when internet discounted and reconnect again all text gone . and he wrote all of them again, if Deskpro add this option on create a new ticket will be so useful . Now our agent will write in Microsoft word and after that copy and paste and really it is not good. Thank you .

Comments (2)

Chris Padfield

9 years ago

Agreed. We have this feature for replying to tickets, but not for new tickets - it's something we plan to add.

Paul Davies

7 years ago

Hi Mahmoud. Auto-save of an agent response now works on new tickets as well as replying to tickets.