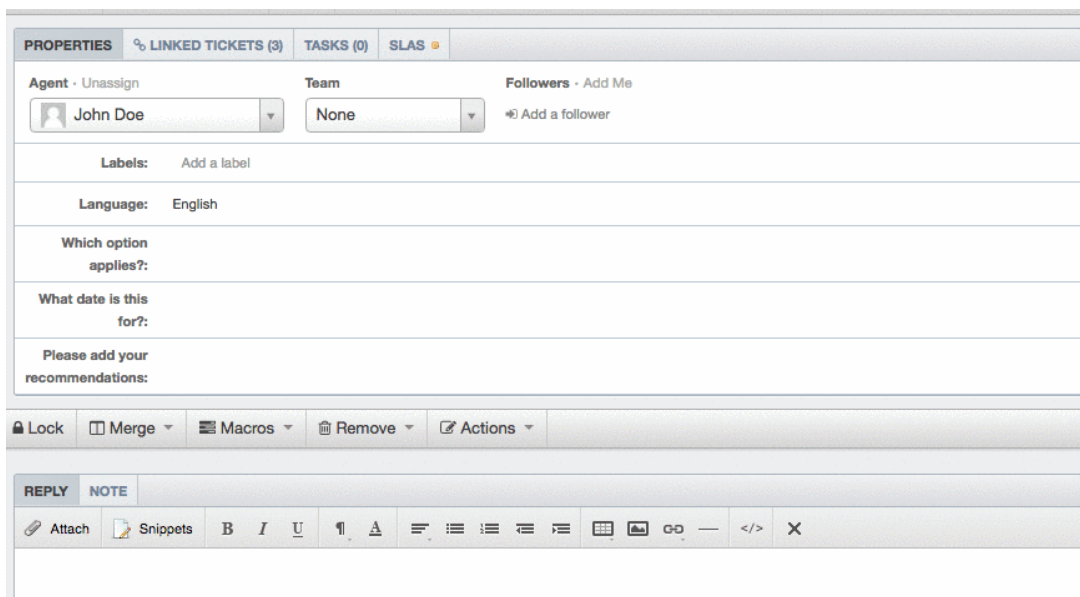


New Feature: Click-to-edit fields on tickets

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. At the top, there are navigation tabs: 'PROPERTIES', 'LINKED TICKETS (3)', 'TASKS (0)', and 'SLAS'. Below these, the 'Agent' field is set to 'Unassign' with a dropdown menu showing 'John Doe'. The 'Team' field is set to 'None' with a dropdown menu. The 'Followers' field is set to 'Add Me' with a dropdown menu and a link to 'Add a follower'. Below these fields, there is a 'Labels' section with a link to 'Add a label'. The 'Language' field is set to 'English'. There are also sections for 'Which option applies?', 'What date is this for?', and 'Please add your recommendations:'. At the bottom of the properties section, there are action buttons: 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. Below the properties section, there is a 'REPLY' section with a 'NOTE' tab. The 'REPLY' section has a rich text editor with a toolbar containing icons for 'Attach', 'Snippets', bold, italic, underline, list, link, unlink, table, image, code, and a close button.