New Feature: Create Tasks Automatically

2014-10-02 - Ben Henley - [Comments (0)](#) - [Product](#)

The DeskPRO **Tasks** app is a lightweight way to track and assign agent to-do items, beyond dealing with tickets.

A lot of customers have asked us about automatically creating tasks. In the latest build, you'll find this great new action available for your triggers, escalations and SLAS:

The action can set a due date and assign the task to an agent or a team, just as if you were creating a task manually.

You'll find that when you create a new task yourself, it will now open in the content pane. By popular request, you can also **double-click task titles and comments to edit them**.

(In case you're not using them yet, here's the [agent manual section about tasks](#).)

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