

New Feature: Draft Snippets

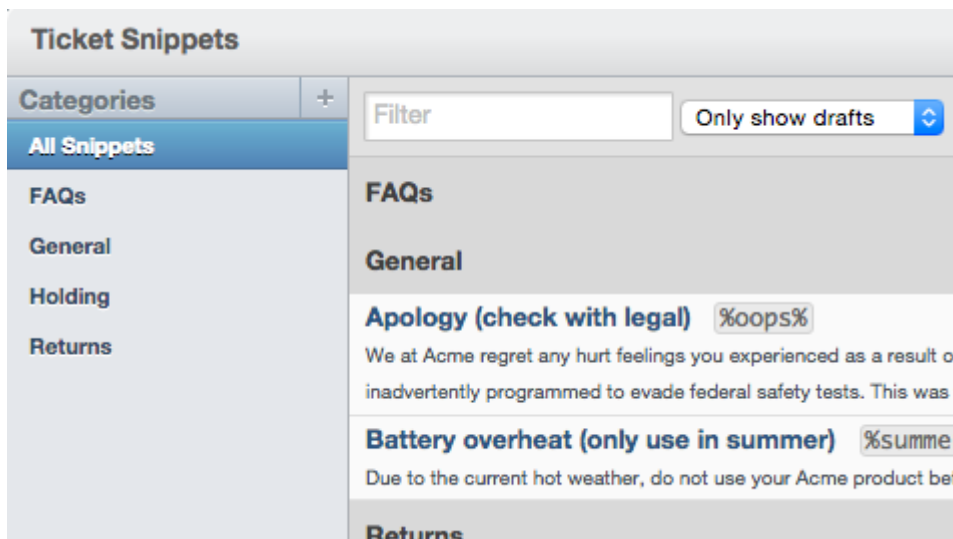
2015-10-07 - Ben Henley - Comments (0) - Product

With Deskpro's [snippets](#) feature, your agents can quickly insert common phrases or "canned answers", and use variables to add a personalization, so the pre-written text can address each user by name or refer to details of their ticket.

To get the best out of snippets, it's important to write them carefully and only use them at the right time.

We've now added **draft snippets**, enabling you to create snippets which aren't shown by default.

You can now save a draft snippet and ask a couple of agents to review it, without making it visible to the rest of your agents until it's ready.



The screenshot shows the 'Ticket Snippets' interface. On the left is a sidebar with a 'Categories' section containing a plus sign and a list of categories: 'All Snippets' (highlighted), 'FAQs', 'General', 'Holding', and 'Returns'. The main content area has a 'Filter' input field and a dropdown menu set to 'Only show drafts'. Below this, the 'FAQs' section is visible, with a 'General' sub-section containing two draft snippets. The first snippet is titled 'Apology (check with legal)' with a '%oops%' variable and a preview text: 'We at Acme regret any hurt feelings you experienced as a result of inadvertently programmed to evade federal safety tests. This was...'. The second snippet is titled 'Battery overheat (only use in summer)' with a '%summer%' variable and a preview text: 'Due to the current hot weather, do not use your Acme product bef...'. A 'Returns' section is partially visible at the bottom.

Another use for drafts is to hide snippets that are only useful at a certain time of year. No need to wade through all the snippets about your Easter product line to find the pumpkin spice FAQ.

We've updated the snippets section of the agent manual with full [documentation of how to use drafts](#).

Deskpro On-Premise admins, update your helpdesk now to get this feature. If you're a

Deskpro Cloud customer, we'll be rolling this out to your helpdesk soon.