What are some Deskpro productivity tips for agents?

Ben Henley - 2024-01-09 - Comments (0) - Deskpro Legacy

Deskpro has lots of features designed to help you work efficiently in the agent interface.

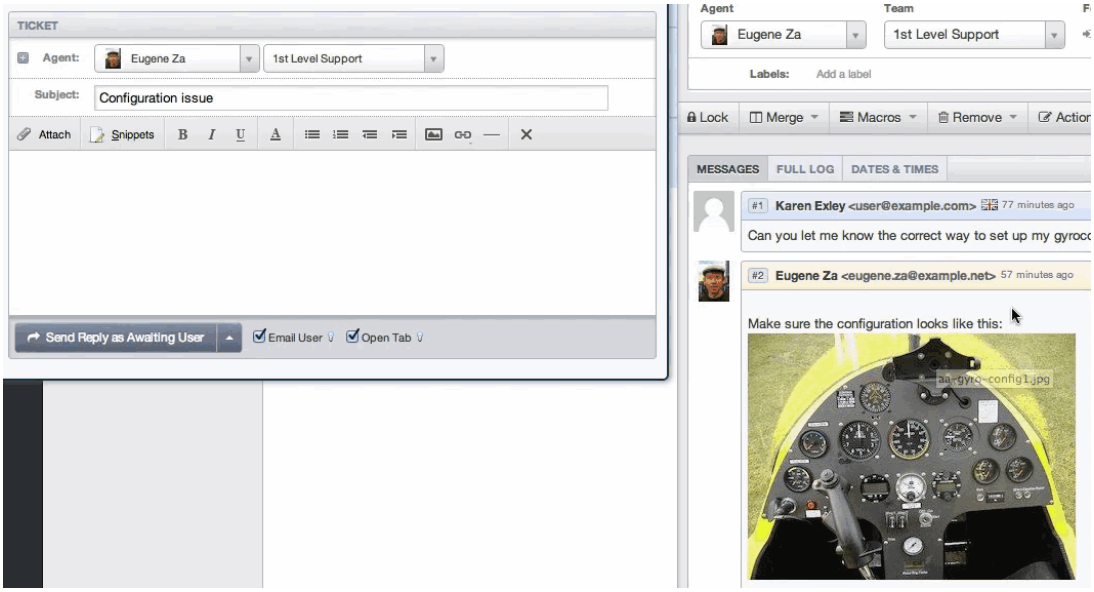
Once you've got used to the basics of the agent interface, here are some ways to save time and effort so you can help your users faster:

1. Use snippets to automatically enter text that you use repeatedly. For example, if you often have to remind users of a certain policy, save it as a snippet. You can define a shortcut so that instead of selecting the snippet, you just type **%policy%** and have it replaced by the relevant snippet. You can use variables to automatically fill in details about the user or ticket - for example, addressing the customer by name.

2. Does your workflow involve taking the same steps over and over? Automate them with a macro.

3. If you keep seeing a recurring issue come up, instead of explaining the fix repeatedly, write it up in a Knowledgebase article and send the user the link. If you find yourself going through the same series of questions over and over again, write up a troubleshooting guide and link the user to that.

4. Did you know that you can paste images into ticket replies, or add attachments with drag and drop?


TICKET
Agent:
Eugene Za
1st Level Support
Subject:
Configuration issue
Attach
Snippets
Send Reply as Awaiting User
Email User
Open Tab
Agent
Eugene Za
Team
1st Level Support
Labels:
Add a label
Lock
Merge
Macros
Remove
MESSAGES
FULL LOG
DATES & TIMES
#1
Karen Exley <user@example.com>
77 minutes ago
Can you let me know the correct way to set up my gyroc
#2
Eugene Za <eugene.za@example.net>
57 minutes ago
Make sure the configuration looks like this:
aa-gyro-config1.jpg