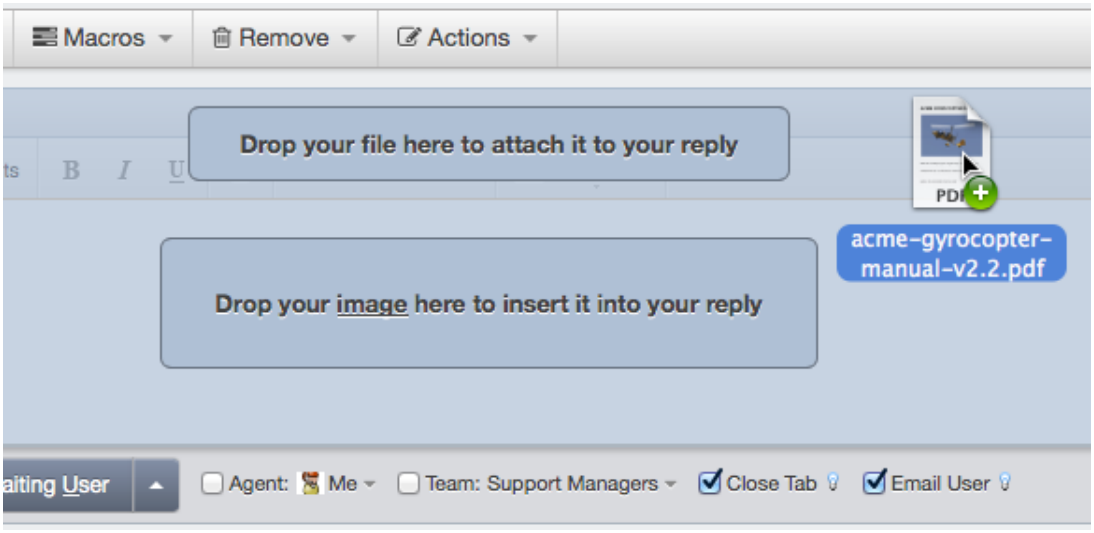
Drag and drop for agents is now even better

2014-07-10 - Ben Henley - Comments (0) - Product

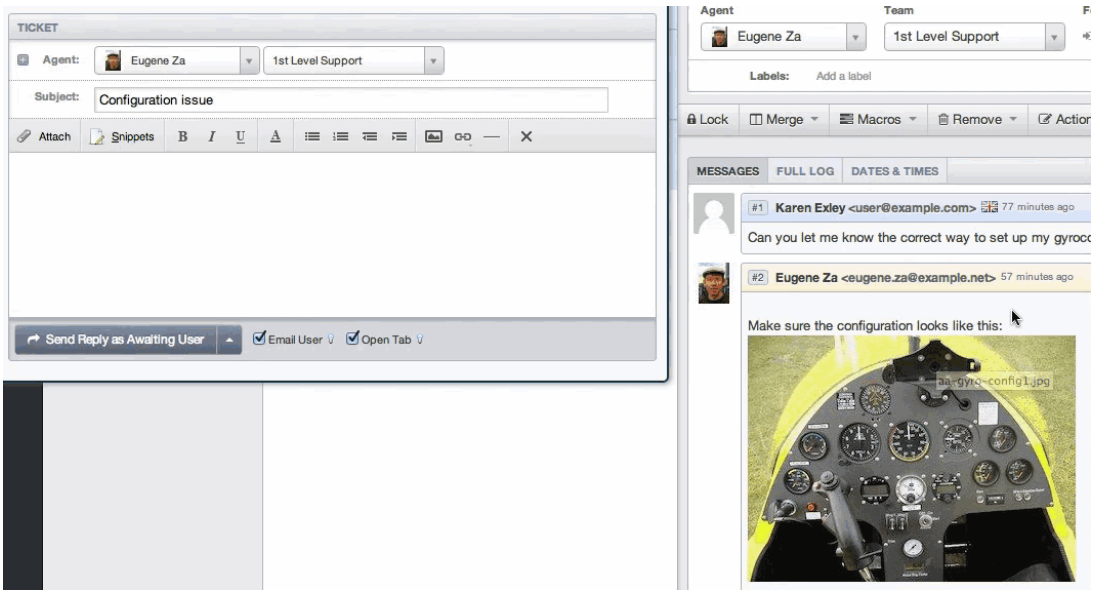
We're always looking for ways to make it faster and easier to get things done in DeskPRO. We just wanted to announce a new feature that might come in very useful for a lot of agents.

DeskPRO has supported drag and drop of files from your desktop to a ticket or ticket reply for quite some time.



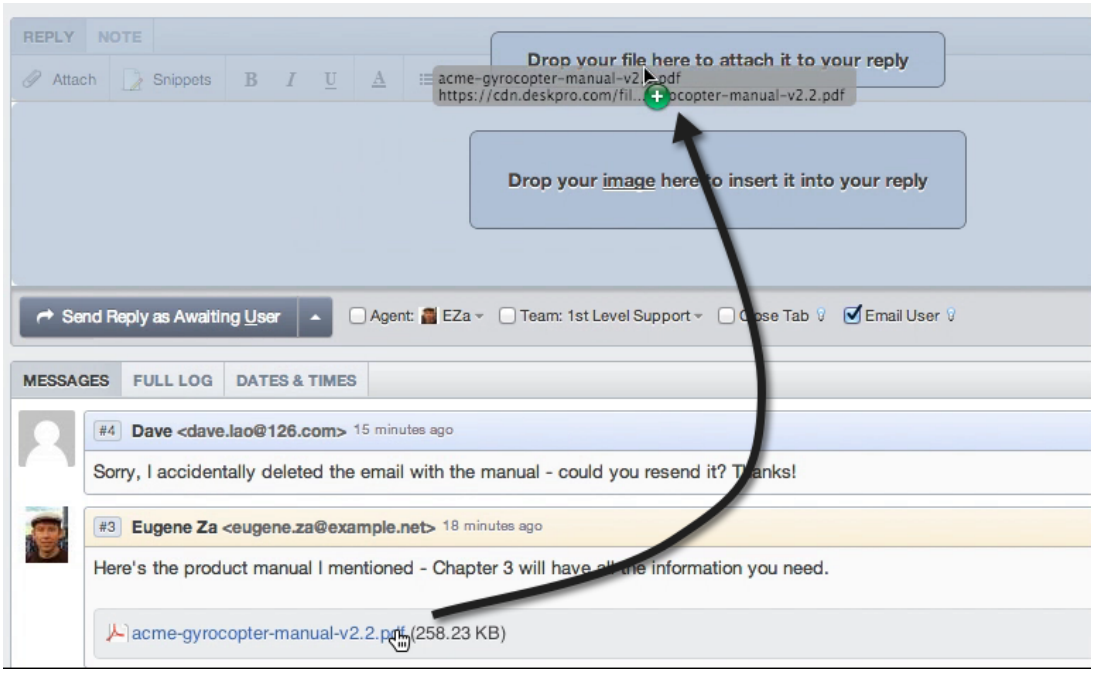
You can even paste a screenshot right into a ticket message with Ctrl-V (or cmd-V for Mac users). (We hope you knew that).

We realised that we could extend this to let you drag attachments *between* tickets:

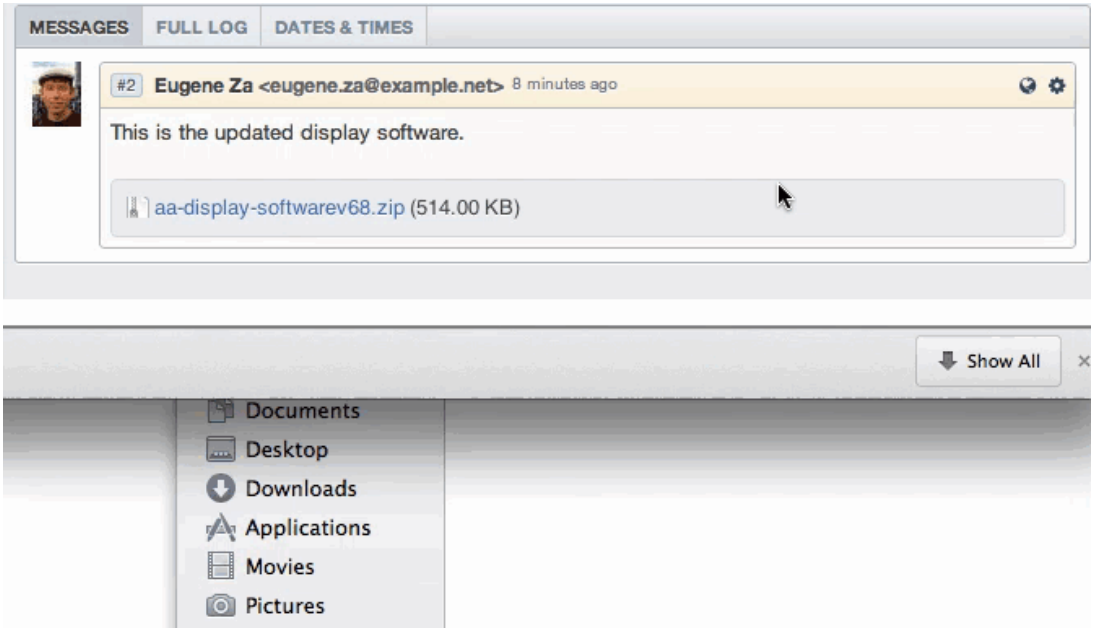


That works in recent versions of Chrome and Firefox. You can drag any file or image that's been added to a ticket and drop it into a new ticket or a ticket reply.

So now if a user asks you to send them the same file again, you can just do this:



We've also added the ability to drag and drop attachments *from* tickets *to* your desktop:


MESSAGES
FULL LOG
DATES & TIMES
#2 Eugene Za <eugene.za@example.net> 8 minutes ago
This is the updated display software.
aa-display-softwarev68.zip (514.00 KB)
Show All
Documents
Desktop
Downloads
Applications
Movies
Pictures