New Feature: Snippet & Macro Usage Reporting

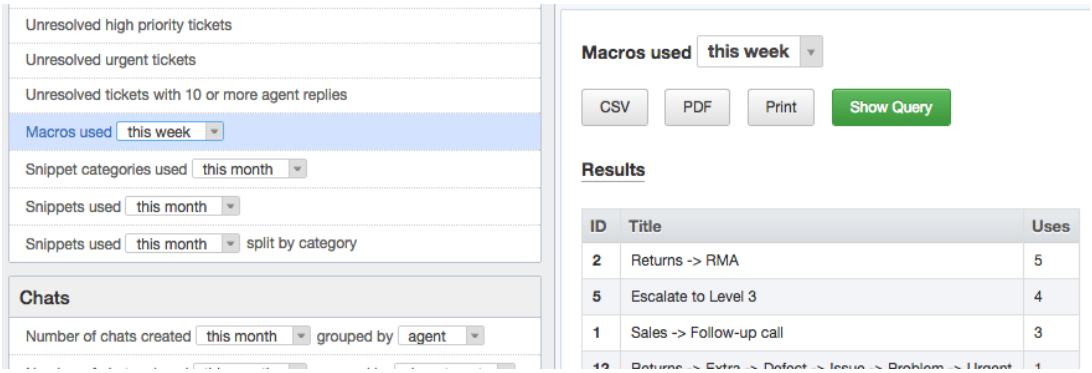
2015-10-07 - Ben Henley - Comments (0) - Product

Deskpro turbo-charges your agents with features to speed up everyday support tasks. Snippets let them quickly insert common phrases or "canned answers". Macros enable them to store several tasks and then carry them out with one click.

So you can ensure you're getting the most out of snippets and macros, we've now added **snippet and macro usage reporting** through Deskpro's existing powerful reports interface.

You'll find built-in reports about how often each snippet or macro is used on your helpdesk at the bottom of the Tickets section.

Now you can see if your agents are making the best use of Deskpro's high productivity interface, or if more training is required. Real usage information also helps you plan new snippets and macros.



If you need a more specific question answered, the same usage information is now available in your custom reports. You'll find the new variables you need to do this documented in the Reports manual.

DeskPRO On-Premise admins, you can update your helpdesk now to get this feature. If you're a Deskpro Cloud customer, we'll be adding this to your helpdesk soon.

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