Ability to disable closing a ticket function when clicking on an already highlighted ticket in the list pane Collecting Feedback

- CAC Helpdesk
- **Nombre del foro:** #Feature Request

I have made this same mistake way too many times, that I clickied on a ticket in the list pane, thought it should be brought up to me in the Content Pane, started typing my reply, sent it out to the wrong ticket / wrong person because it wasn't really that ticket there, and figured out the mistake after hours, even days, or never. I know it is described a feature that 'Clicking an item that’s already open and has its tab at the front of the content pane closes it.' I read it clearly in the manual. However that is (kind of) on the contrary to my instinct that 'clicking on something brings it up to me'. I also saw another feature described as 'If you click an item that’s already open but not at the front of the content pane, its tab is brought to the front', and I wish it could be 'If you click an item NO MATTER it’s already opened or not, its tab is brought to the front' to avoid confusion. I am not here to ask Deskpro and other Deskpro users change the way they already get used to open / close tickets, I just wish Deskpro could add an option to turn that feature OFF, and make clicking on a item ALWAYS brings it up under all conditions. Not sure how many other users run into the same problem as I did, I am just sharing out my experience from daily operation.

Comentario (1)

Zsolt Kiss

5 years ago

I agree, it would be a nice fature next to some another tab related thing. - ordering the tabs somehow (drag and drop) - a button whicg gives a drop down with the list of the opened tabs in order to find them much more easily