Deskpro

Reusing Attachments within Tickets Collecting Feedback

- Kim STRUELENS
- **Nombre del foro:** #Feature Request

If there is already an attachment in a ticket from an earlier response or message, it would be good to allow this attachment to be re-attached to a response without having to download it locally, and re-upload it.

Comentario (1)

Thomas Goulet

6 years ago

This can be done. You can click and drag the attachment from the existing reply to the top of the reply box to add it as an attachment to the new message.