



<u>Feature Request</u> > <u>Problem and Incident Enhancement</u> < <u>Help Center</u> Problem and Incident Enhancement Collecting Feedback

Ben Willis • Forum name: #Feature Request •

Please consider expanding the Problem and Incident functionality to allow tickets/incidents that are associated with a Problem to be updated (with a single response) in mass when the parent problem has been closed by either a workaround or by resolving the root cause .

.This would put DeskPro and this feature more in line with ITIL best practices