

## Handling Tickets Efficiently

Lara Proud - 2023-02-15 - Comment (1) - How-to Videos

Deskpro has a lot of different automations that make it easier to handle tickets and keep customers happy. For Agents, the main automation tools you'll use are Snippets, Macros, and Mass Actions

**Snippets** insert a rich-text canned response into your reply in two clicks making it • quick and easy to send the same answer over and over, without having to type it out manually

**Macros** are created to let you run multiple actions on a ticket in one. If you have • processes that regularly require you to apply the same actions you can create Macros which you can then add to a ticket to run the actions at once, rather than needing to apply them individually

**Mass Actions** are how they sound, they let you mass-select tickets from a list and • add actions that will be applied to all the tickets at once, avoiding you having to click into every ticket and apply the action manually

### :Introduction Videos

.These videos will introduce you to the different automation actions you can apply to tickets

### :Snippets

### :Macros

### :Mass Actions

Here is some suggested reading about the different productivity tools you can use to help you provide exceptional support

### :Further reading

[Snippets](#) •

[Escalations](#) •

[Mass Actions](#) •

## Related Content

[?How do I use variables in snippets, messages and webhook actions](#) •