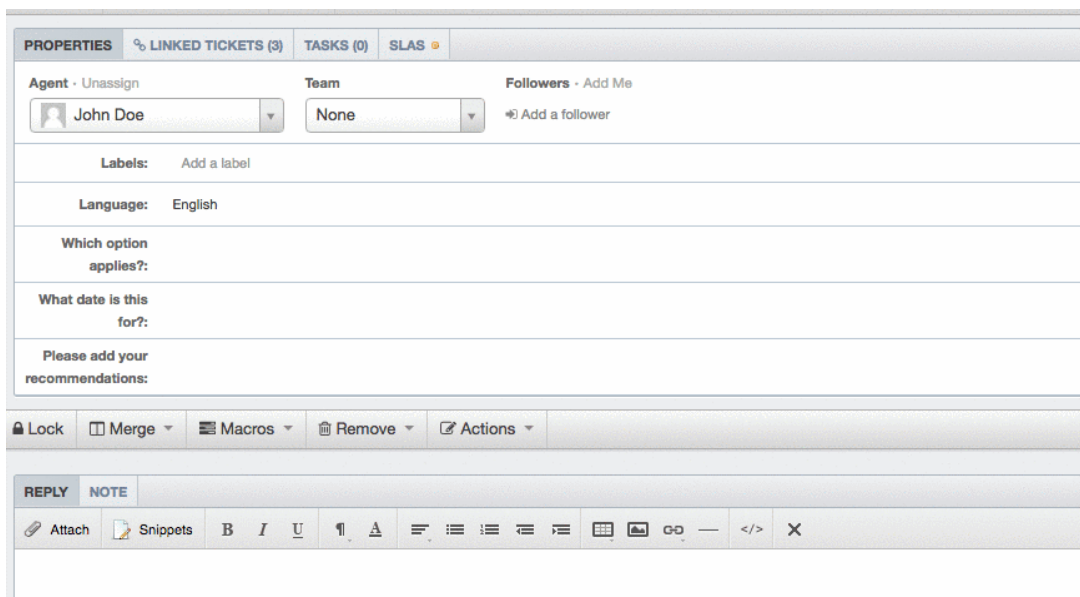


New Feature: Click-to-edit fields on tickets

Lauren Cumming - Comment (1) - Product - 2017-01-17

We are always looking for ways to improve your experience with Deskpro in terms of making it more user-friendly. This is why we have introduced 'Click-to-edit' fields on tickets. You can now simply click on any field in your ticket properties box, such as Workflow or Category, and edit it straight away. Click on a field, edit it and press save at the bottom to make a change. You don't have to click on the gear to make fields editable anymore which is a great time saver and makes this process a lot more effortless



The screenshot displays the 'PROPERTIES' tab of a ticket in Deskpro. At the top, there are navigation tabs for 'LINKED TICKETS (3)', 'TASKS (0)', and 'SLAS'. Below this, the 'Agent' field is set to 'Unassign' with a dropdown menu showing 'John Doe'. The 'Team' field is set to 'None' with a dropdown menu. The 'Followers' field is set to 'Add Me' with a dropdown menu and a link to 'Add a follower'. Below these fields are sections for 'Labels: Add a label', 'Language: English', 'Which option applies?', 'What date is this for?', and 'Please add your recommendations:'. At the bottom of the properties section, there are action buttons: 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. Below the properties section is the 'REPLY' and 'NOTE' section, which includes a rich text editor toolbar with options for 'Attach', 'Snippets', bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, table, image, code, and a close button.