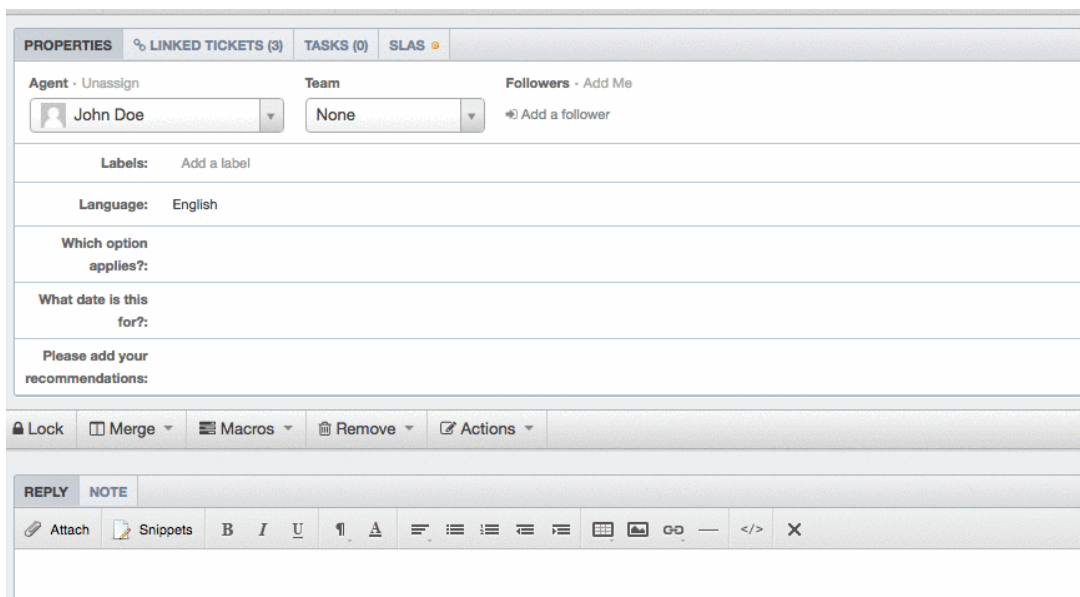


New Feature: Click-to-edit fields on tickets

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. The interface includes several sections for editing ticket details:

- Agent:** Unassign (John Doe)
- Team:** None
- Followers:** Add Me (Add a follower)
- Labels:** Add a label
- Language:** English
- Which option applies?:**
- What date is this for?:**
- Please add your recommendations:**

Below the properties section is a toolbar with options: Lock, Merge, Macros, Remove, and Actions. At the bottom, there is a 'REPLY' and 'NOTE' section with a rich text editor toolbar containing icons for Attach, Snippets, Bold, Italic, Underline, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Table, Link, Unlink, Source code, and a close button (X).