

New Feature: Problems and Incidents

Ben Henley - Comment (1) - Product - 2015-09-14

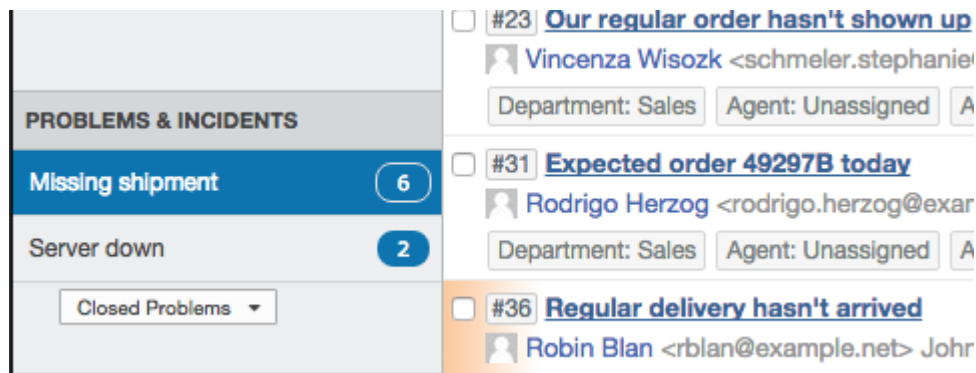
Sometimes a single glitch can produce a flood of tickets. A server goes down or a shipment goes missing, and now dozens of your users have the same problem

To make it easier to handle that sort of situation, we've added support for **problems and incidents** to Deskpro

.A **problem** is the underlying glitch: the burnt-out server or the missing shipping container

.A problem's **incidents** are simply the tickets generated by that problem

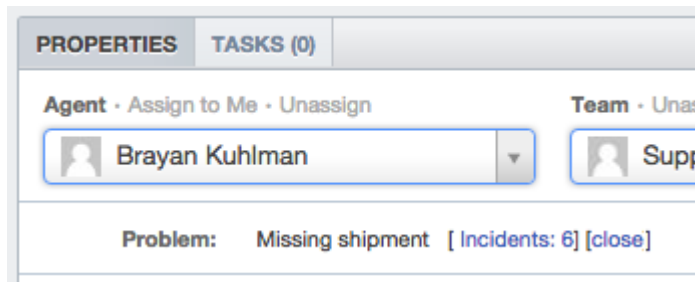
We've taken this terminology from IT support, but we think you'll find this feature useful no matter what you use Deskpro for



:Tracking problems produces the following benefits for your helpdesk

- If you get a sudden spike in incoming tickets, linking them to problems helps support staff understand the root causes and prioritise what to fix first
- You can use the new **Problems & Incidents** section in the filter pane to view all the tickets caused by a problem at a glance, updated in real time
- You can combine problems tracking with Deskpro's existing [mass actions](#) feature to message all the users affected by a problem to keep them updated, or resolve all the resulting incidents once the problem is closed - you can even personalise messages with variables; for example, ensure that each user is addressed by name
- You can use the Reports interface to analyse which problems are generating the most tickets

You can close and reopen problems, so agents can always see which problems are •
.actively causing trouble, even with intermittent problems



We'll be rolling this feature out to all Cloud helpdesks shortly. On-Premise admins, you can
.update your installation to get it now

You'll need to enable this feature as explained in [this section of the admin manual](#), and
.there's [full instructions for how to use it in the agent manual](#)