

Deskpro

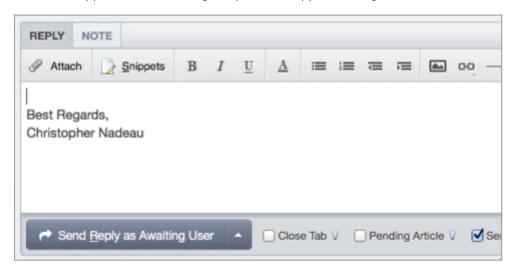
## **Improved Snippets**

2013-03-21 - Chris Padfield - Comments (0) - Product

The snippets feature in DeskPRO has been improved for tickets and chats.

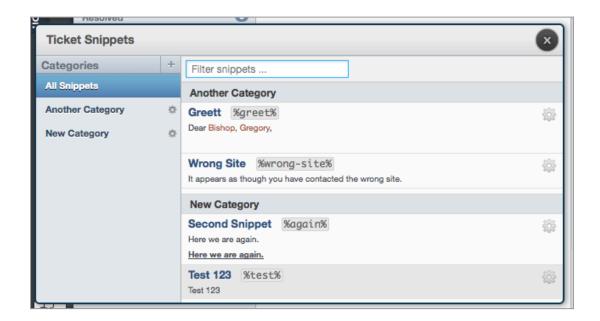
## **Shortcut Codes**

You can now add *shortcut codes* to snippets. When you type a shortcut code into the replybox, the full snippet is automatically expanded. Use shortcut codes to quickly insert common snippets without having to open the snippets manager.



## **Better Navigation**

The snippets manager now includes an "All Snippets" section which shows you all of your defined snippets in a single list. This makes the newly-added filtering feature very useful. Just type a few characters of the snippet title you are looking for, and the list is filtered down in real-time. You can also use the up and down keys on your keyboard to select a snippet in your list. Once highlighted, just press the enter key to insert it into your reply.



Tags 20130320-snippets build-251