Introducing: Linking Tickets to Feedback

2018-03-19 - Benedict Sycamore - Comments (0) - Product

We have now introduced a way to link tickets to one or more feedback items. This is useful for scenarios where a customer submits a ticket that you want to turn into a feature request.

The new update allows you to:

- Link tickets to feedback items, and display the link in both ticket and feedback views so agents have full visibility. Tickets can be linked to multiple feedback items, and feedback can be linked to multiple tickets.
- Search for tickets linked to a particular feedback item, or search for tickets "with a link" to any existing feedback.

How does the new feature work?

To link to feedback from a ticket, the "Link Existing Feedback" and "Create Linked Feedback" options are available from the Actions menu.

"**Link Existing Feedback**" displays a search box where you can enter feedback title or an ID to find the feedback item you want to link the ticket to.

"**Create Linked Feedback**" opens the New Feedback tab. The New Feedback shows a message at the top saying it's being created as a linked item to the ticket.

After a ticket has been linked to feedback, a "Linked Feedback" tab is added to the ticket Properties box. This simply lists the linked feedback with an "x" icon to remove the link.

How can I start using the new feature?

If you are using Deskpro Cloud, we will roll out this update to your helpdesk soon.

If you are using Deskpro On-Premise, you can update your helpdesk to the latest version from your Admin Interface.

We look forward to receiving your feedback about the new article editor, and wish you all the best in the meantime.