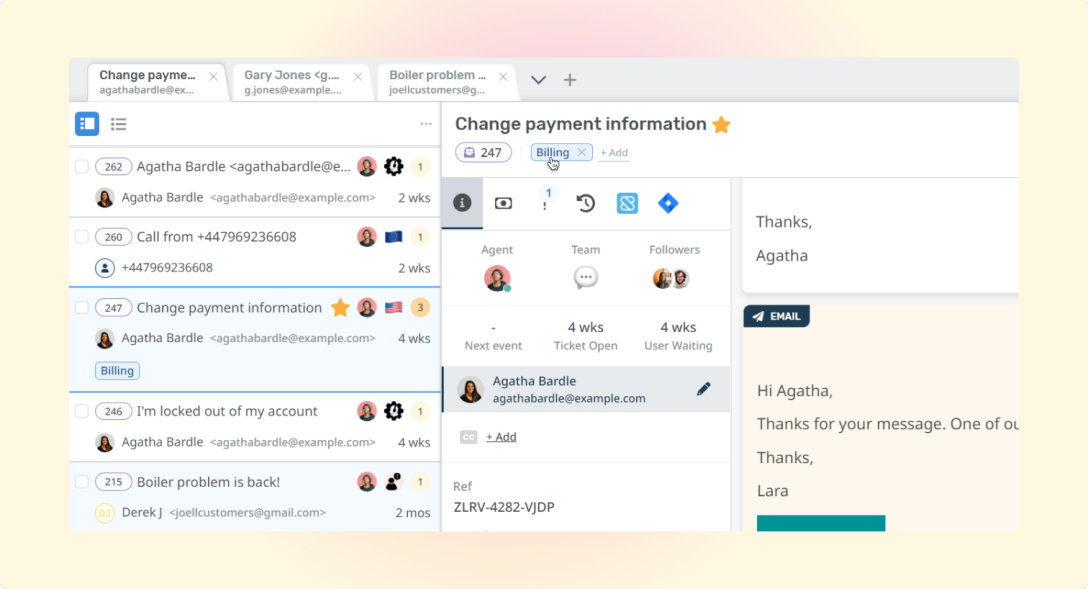
Deskpro

We have enhanced the usefulness of our Labels feature

2022-11-01 - Lara Proud - Comments (0) - Product (Agent)

We have enhanced the helpfulness of our Labels feature by making them clickable from the header bar across the interface.

Now, if you click on the text on a label on the left-hand side, it will load a complete list of all the objects in that part of the helpdesk with that label applied, e.g., if you click on the ticket label 'Complaints' you will see a list of all Tickets with the 'Complaints' label.



This feature will work across various types of items across the helpdesk where you can apply labels:

- Tickets
- Users
- Organizations
- Knowledgebase Articles
- News Posts
- Files
- Community Topics

Plus, you can still remove labels from any of these items by clicking on the cross on the right-hand side.