Ability to log incoming call centre tickets Collecting Feedback

- Francois Pienaar
- **Nom du forum:** #Feature Request

We use Deskpro for a large customer base and we have a call centre that customers can call into to query problems. Our agents currently do not have the ability to log these calls in the help desk, as a ticket requires an email address. Since Deskpro is already geared towards centralising a customer's profile through the CRM functionality, it would follow that a help desk agent should be able to log any action they take, including accepting calls and making follow-up calls to telephonic support customers.