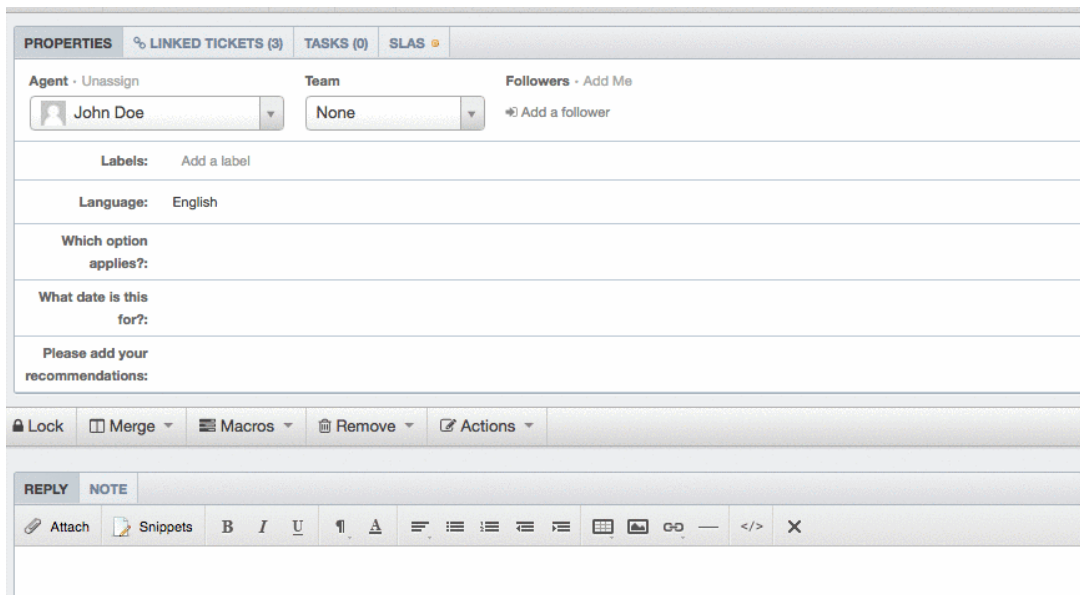


New Feature: Click-to-edit fields on tickets

2017-01-17 - Lauren Cumming - Commentaire (1) - Product

We are always looking for ways to improve your experience with Deskpro in terms of making it more user-friendly. This is why we have introduced 'Click-to-edit' fields on tickets. You can now simply click on any field in your ticket properties box, such as Workflow or Category, and edit it straight away. Click on a field, edit it and press save at the bottom to make a change. You don't have to click on the gear to make fields editable anymore which is a great time saver and makes this process a lot more effortless.



The screenshot displays the 'PROPERTIES' tab of a ticket in Deskpro. The interface includes several sections:

- Agent:** Unassign (John Doe)
- Team:** None
- Followers:** Add Me (Add a follower)
- Labels:** Add a label
- Language:** English
- Which option applies?:**
- What date is this for?:**
- Please add your recommendations:**

Below the properties is a toolbar with options: Lock, Merge, Macros, Remove, and Actions.

The bottom section is the 'REPLY' tab, which includes a rich text editor with a toolbar containing icons for Attach, Snippets, Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, Indent, Outdent, Table, Link, Unlink, Source Code, and Close (X).