

## 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.



Tags

20130320-snippets

build-251