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Handling Tickets Efficiently

Lara Proud - 2023-02-15 - Comments (0) - How-to Videos

Deskpro has a lot of different automations that make it easier to handle tickets and keep customers happy. For Agents, the main automation tools you'll use are Snippets, Macros, and Mass Actions.

- **Snippets** insert a rich-text canned response into your reply in two clicks making it quick and easy to send the same answer over and over, without having to type it out manually.
- Macros are created to let you run multiple actions on a ticket in one. If you have
 processes that regularly require you to apply the same actions you can create
 Macros which you can then add to a ticket to run the actions at once, rather than
 needing to apply them individually.
- Mass Actions are how they sound, they let you mass-select tickets from a list and
 add actions that will be applied to all the tickets at once, avoiding you having to click
 into every ticket and apply the action manually.

Introduction Videos:

These videos will introduce you to the different automation actions you can apply to tickets.

Snippets:

Macros:

Mass Actions:

Here is some suggested reading about the different productivity tools you can use to help you provide exceptional support.

Further reading:

- Snippets
- Escalations
- Mass Actions

Srodni sadržaj

• How do I use variables in snippets, messages and webhook actions?