

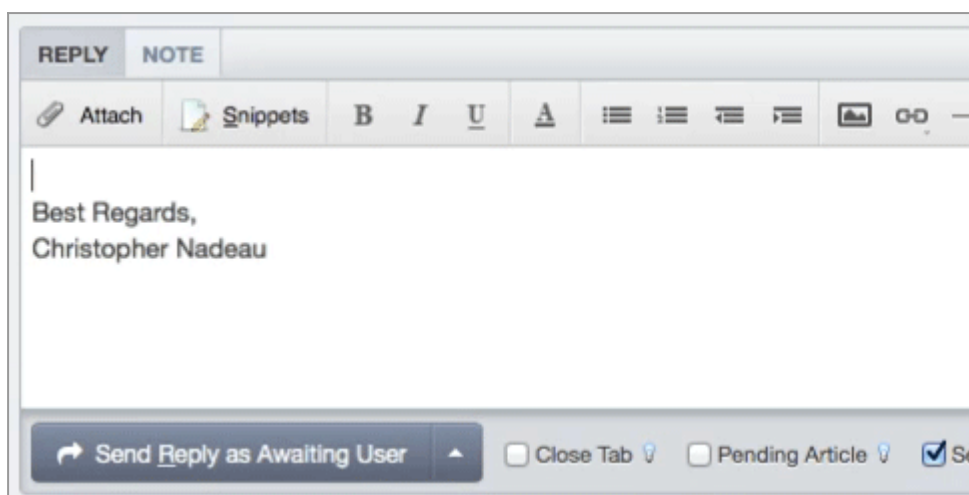
## Improved Snippets

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.



### Better Navigation

The snippets manager now includes an "All Snippets" section which shows you all of your defined snippets in a single list. This makes the newly-added filtering feature very useful. Just type a few characters of the snippet title you are looking for, and the list is filtered down in real-time. You can also use the up and down keys on your keyboard to select a snippet in your list. Once highlighted, just press the enter key to insert it into your reply.

Resolved

### Ticket Snippets

Categories +

- All Snippets
- Another Category
- New Category

**Another Category**

**Greett**    
Dear Bishop, Gregory,

**Wrong Site**    
It appears as though you have contacted the wrong site.

**New Category**

**Second Snippet**    
Here we are again.  
Here we are again.

**Test 123**    
Test 123

Tags

20130320-snippets

build-251