Chats linked to existing tickets from Chat Interface Finished

- Tom Lucas
- **Fórum neve:** #Feature Request

Allow a chat to be linked to an existing ticket. Use case: customer starts a live chat asking another question or asking about a ticket they have submitted. Rather than creating a new ticket from the chat, add the ability to search for and link the current chat to an existing ticket.

(3) megjegyzés

Ruth Cheesley

6 éve

There is currently a button to create a new ticket from a chat request, but often we receive a chat request from a customer about something which already has a ticket raised.

It would be handy to be able to assign a chat to a ticket that is already created, both during the chat, and when the chat log is accessed in the back-end.

Dennis Liang

4 éve

This would be very useful for us as well, right now we have to dig through chats and make manual notes. Shocking this isn't already implemented.

Lara Proud

3 hónapja

In the latest version of our product, Deskpro Horizon, the core functionality regarding Chat Tickets has been updated. Now, Chats are automatically treated as individual Tickets, eliminating the need for manual conversion into a new ticket and linking it to the chat. This update has made it easier to follow up a chat, as all interactions are stored in one message thread. Additionally, we've added the ability to merge new live chats with existing tickets. So in the instance where a customer initiates a live chat to inquire about a ticket they have previously submitted, you can use the 'Merge Ticket' option from the Ticket Action menu. This allows you to search for the ticket in the merge menu using the User tab and subsequently merge the new chat into the existing ticket. This adds your ongoing chat to the existing ticket thread, centralizing all information and providing necessary context without the need for manual note updates.