

Hírek > Product > New Feature: Macro Filtering and Folders

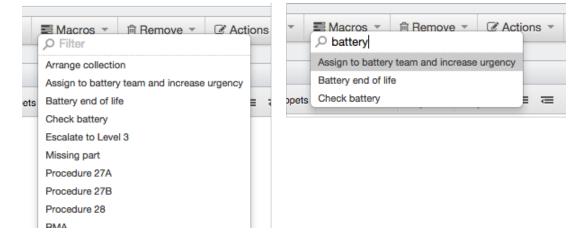
New Feature: Macro Filtering and Folders

2015-10-07 - Ben Henley - (0) megjegyzés - Product

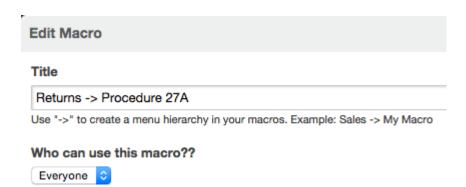
If you have a lot of multi-step procedures that your agents need to carry out, you're probably already speeding things up by storing them as one-click <u>macros</u>.

If you've built up a big library of macros, it can take a while to find the right one. We've now added **macro filtering** so your agents can find the right macro more easily.

With macro filtering, you type a few letters or a word, and Deskpro instantly displays only the macros which match what you entered.



We've also added the ability to store your macros in nested folders.



Now it's easier than ever for your agents to find the right macro for each situation.

	■ Macros ▼	ctions -
iets	Escalate to Level 3	
	Returns +	
	Sales 🔶	O Reply and apply a macro
	Technical	Follow-up call
		Needs quote
		Return visit

You can even filter within a folder:

	Macros - Remove	Macros ▼		tions *
_	Escalate to Level 3			
opets	Returns	\$	•	,○ 27
	Sales	~	-	Procedure 27A
	Technical		•	Procedure 27B

Deskpro On-Premise admins, you can update your helpdesk now to get these features. If you're a Deskpro Cloud customer, we'll be adding this to your helpdesk soon.

Kapcsolódó tartalom

• New Feature: Snippet & Macro Usage Reporting