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New Feature: Problems and Incidents

2015-09-14 - Ben Henley - (0) megjegyzés - Product

Sometimes a single glitch can produce a flood of tickets. A server goes down or a shipment goes missing, and now dozens of your users have the same problem.

To make it easier to handle that sort of situation, we've added support for **problems and incidents** to Deskpro.

A **problem** is the underlying glitch: the burnt-out server or the missing shipping container.

A problem's **incidents** are simply the tickets generated by that problem.

(We've taken this terminology from IT support, but we think you'll find this feature useful no matter what you use Deskpro for).

	#23 Our regular order hasn't shown up		
	Vincenza Wisozk <schmeler.stephanie< th=""></schmeler.stephanie<>		
PROBLEMS & INCIDENTS	Department: Sales Agent: Unassigned A		
	#31 Expected order 49297B today		
Missing shipment 6	Rodrigo Herzog <rodrigo.herzog@exar< th=""></rodrigo.herzog@exar<>		
Server down 2	Department: Sales Agent: Unassigned A		
Closed Problems -	#36 Regular delivery hasn't arrived		
	Robin Blan <rblan@example.net> Johr</rblan@example.net>		

Tracking problems produces the following benefits for your helpdesk:

- If you get a sudden spike in incoming tickets, linking them to problems helps support staff understand the root causes and prioritise what to fix first.
- You can use the new **Problems & Incidents** section in the filter pane to view all the tickets caused by a problem at a glance, updated in real time.
- You can combine problems tracking with Deskpro's existing <u>mass actions</u> feature to message all the users affected by a problem to keep them updated, or resolve all the resulting incidents once the problem is closed - you can even personalise messages with variables; for example, ensure that each user is addressed by name.
- You can use the Reports interface to analyse which problems are generating the most tickets.

• You can close and reopen problems, so agents can always see which problems are actively causing trouble, even with intermittent problems.

Agent · Assign to Me · Unassign			Team · Una:
Brayan Kuhlman		v	Supp
Problem:	Missing shipment	[Incidents:	6] [close]

We'll be rolling this feature out to all Cloud helpdesks shortly. On-Premise admins, you can update your installation to get it now.

You'll need to enable this feature as explained in <u>this section of the admin manual</u>, and there's <u>full instructions for how to use it in the agent manual</u>.