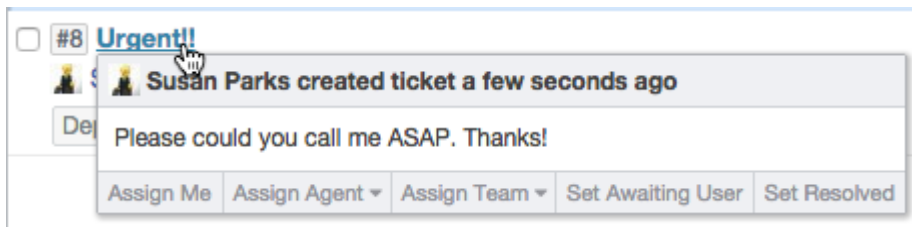


New Feature: Quick Actions

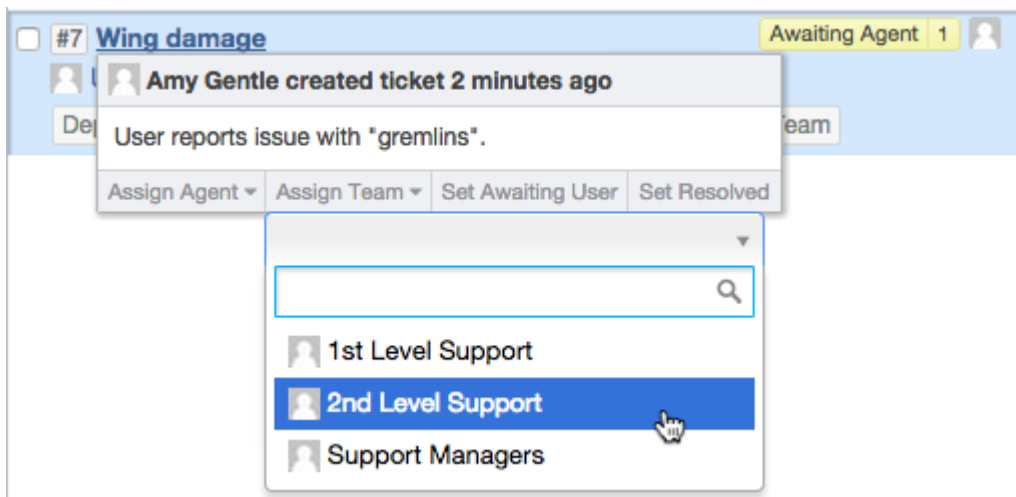
2014-11-03 - Ben Henley - Comments (1) - Product

We're always looking for ways to make the agent interface faster and easier to use. Even though DeskPRO is web-based, we want working in your helpdesk to feel like you're using your favourite productivity software, not filling in a series of forms.

Our latest improvement is **quick actions** for tickets. Just hover your mouse over the title of a ticket in the list pane, and you'll see that the pop-up lets you carry out the most common ticket actions.




You can assign a ticket to yourself, or to any agent or team, or change its status.



As in previous versions, the pop-up shows you the last message on the ticket; now you can also see how old the message is, so you can see at a glance whether it's still relevant.

#6 **Urgent!**

 **Amy Gentle wrote a note 20 minutes ago**

De... Site visit scheduled for Weds. ...level Support

Assign Agent ▾ Assign Team ▾ Set Awaiting Agent Set Resolved

Comments (1)

Comments (1)

Geraldine Menard

10 tahun yang lalu

Hello! This feature seems very promising but how comes that ther is no shortcut to assign a department? This would be very time-saving! Thanks!