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Add 'create feedback' on context menu from within a ticket Finished

- Ruth Cheesley
- フォーラム名: #Feature Request

At the moment you can create an article if you are in a ticket, but you can't create a feature request, for example.

Often we get people flag things up which are feature requests, so it would be good to be able to link this to a ticket for the customer's benefit (and our benefit) - and maybe also extend that to chats as well.

Comments (1)

Irene Tortorella

6年前

Hello Ruth, we've recently released a new feature for Deskpro which allows you to turn tickets into feature requests:

<https://support.deskpro.com/en/news/posts/introducing-linking-tickets-to-feedback>. We hope you find this new feature useful and thank you for your feedback!