Deskpro

Mass Action Add "Problem","Note", and "Merge" Collecting Feedback

- Nik Kov
- フォーラム名: #Feature Request

Would be great if we could do the following using mass actions - Assign Problem to selected tickets - Add note to selected tickets (instead of mass reply) - Merge selected tickets into single ticket

Comments (6)

Chris Booth

8年前

Having needed to merge 15 tickets this morning, being able to group merge them in one operation would have saved a fair bit of clicking

Ian Wilson

7年前

When selecting tickets for mass action it would be useful to be able to apply "problem" from a pre-existing problem (Problems & Incidents feature) to all selected tickets

Danilo

7年前

Add a "mass action" for merge the tickets

Lu Parente

9年前

When applying actions to mass selections in Deskpro, we currently have a the ability to add a 'Mass Reply' but not a 'Mass Note'. Adding the ability to add a 'Mass Note' would be very helpful when needing to apply the same note to each of the selected tickets. Thanks, Lu

Ben Brown

5年前

I'm very surprised this isn't already a feature for a helpdesk system used around the world!

Christian

4年前

It would also be great if there was the option to BCC on a Mass Action reply.