Handling Tickets Efficiently

Lara Proud - 2023-02-15 - Comments (0) - How-to Videos

Deskpro has a lot of different automations that make it easier to handle tickets and keep customers happy. For Agents, the main automation tools you'll use are Snippets, Macros, and Mass Actions.

- **Snippets** insert a rich-text canned response into your reply in two clicks making it quick and easy to send the same answer over and over, without having to type it out manually.

- **Macros** are created to let you run multiple actions on a ticket in one. If you have processes that regularly require you to apply the same actions you can create Macros which you can then add to a ticket to run the actions at once, rather than needing to apply them individually.

- **Mass Actions** are how they sound, they let you mass-select tickets from a list and add actions that will be applied to all the tickets at once, avoiding you having to click into every ticket and apply the action manually.

Introduction Videos:
These videos will introduce you to the different automation actions you can apply to tickets.

Snippets:
Macros:
Mass Actions:

Here is some suggested reading about the different productivity tools you can use to help you provide exceptional support.

Further reading:

- [Snippets](#)

- [Escalations](#)

- [Mass Actions](#)

関連コンテンツ

- [How do I use variables in snippets, messages and webhook actions?](#)