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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.

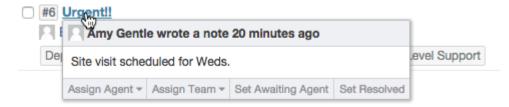
Our latest improvement is **quick actions** for tickets. Just hover your mouse over the title of a ticket in the list pane, and you'll see that the pop-up lets you carry out the most common ticket actions.

□ #8 ∡	Urgent!! Susan Parks created ticket a few seconds ago							
De	Please co	Please could you call me ASAP. Thanks!						
	Assign Me	Assign Agent -	Assign Team 🔻	Set Awaiting User	Set Resolved			

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

#7	Wing damage	Awaiting Agent	1			
	Amy Gentl					
De	User reports is	sue with "grem	eam			
	Assign Agent -	Assign Team 👻	Set Awaiting User	Set Resolved		
				*		
				Q		
		1st Level	Support			
		2nd Leve				
		Support				

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.



Comments (1)

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Geraldine Menard

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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!