



[뉴스](#) > [Product](#) > [New Feature: Click-to-edit fields on tickets](#)

## New Feature: Click-to-edit fields on tickets

2017-01-17 - Lauren Cumming - [댓글 \(0\)](#) - [Product](#)

We are always looking for ways to improve your experience with Deskpro in terms of making it more user-friendly. This is why we have introduced 'Click-to-edit' fields on tickets. You can now simply click on any field in your ticket properties box, such as Workflow or Category, and edit it straight away. Click on a field, edit it and press save at the bottom to make a change. You don't have to click on the gear to make fields editable anymore which is a great time saver and makes this process a lot more effortless.

The screenshot displays the 'PROPERTIES' section of a ticket in Deskpro. At the top, there are tabs for 'PROPERTIES', '% LINKED TICKETS (3)', 'TASKS (0)', and 'SLAS'. Below these are three main sections: 'Agent' (Unassign) with a dropdown menu showing 'John Doe', 'Team' (None) with a dropdown menu, and 'Followers' (Add Me) with an 'Add a follower' button. The 'Labels' section has an 'Add a label' button. The 'Language' is set to 'English'. Below these are three text input fields: 'Which option applies?', 'What date is this for?', and 'Please add your recommendations:'. At the bottom of the properties section, there is a toolbar with icons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. Below the properties section is the 'REPLY' and 'NOTE' section, which includes a rich text editor toolbar with icons for 'Attach', 'Snippets', 'Bold', 'Italic', 'Underline', 'List', 'Link', 'Image', 'Code', and 'Close'.