


New Feature: Create Tasks Automatically

2014-10-02 - Ben Henley - Comments (0) - Product

The DeskPRO **Tasks** app is a lightweight way to track and assign agent to-do items, beyond dealing with tickets.

A lot of customers have asked us about automatically creating tasks. In the latest build, you'll find this great new action available for your triggers, escalations and SLAS:

Actions

then	The following actions will run:	
Create Task	Task Title:	<input type="text" value="Create new ID card"/>
	Due Date:	<input type="text" value="02 October 2014"/>
	Public:	<input checked="" type="checkbox"/> Yes
	Creator:	<input type="text" value="Current Agent"/> ▼
	Assignee:	<input type="text" value="1st Level Support"/> ▼
		

The action can set a due date and assign the task to an agent or a team, just as if you were creating a task manually.

You'll find that when you create a new task yourself, it will now open in the content pane. By popular request, you can also **double-click task titles and comments to edit them.**

(In case you're not using them yet, here's the [agent manual section about tasks.](#))

Related Content

- [New Feature: Better Search for Users](#)
- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)
- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)
- [New Feature: Department Avatars](#)
- [New Feature: This Season's Designer Labels](#)

- [New Feature: Even Better Automation](#)
- [New Feature: Close Tabs in Bulk](#)
- [New Feature: Primary Teams](#)
- [DeskPRO Build #370 Released](#)