Deskpro

Mass Actions based on a common parent ticket Report

- Kim Gilmour
- **Foruma nosaukums:** #Feature Request

We currently group tickets reporting the same or similar problems by linking them all under a parent ticket describing the underlying problem. It would help our efficiency to have functionality that enables us to perform a mass action based on a common parent ticket so we can reply to all users/add relevant update notes/ change status/ etc on those related tickets.

We have a workaround in place, but it requires a few more steps than is ideal.

Comment (1)

David Palmquist

6 months ago

We are looking for the same functionality!