

News > Product > Improved Snippets

Improved Snippets

2013-03-21 - Chris Padfield - Comments (0) - Product

The snippets feature in DeskPRO has been improved for tickets and chats.

Shortcut Codes

You can now add *shortcut codes* to snippets. When you type a shortcut code into the replybox, the full snippet is automatically expanded. Use shortcut codes to quickly insert common snippets without having to open the snippets manager.

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Better Navigation

The snippets manager now includes an "All Snippets" section which shows you all of your defined snippets in a single list. This makes the newly-added filtering feature very useful. Just type a few characters of the snippet title you are looking for, and the list is filtered down in real-time. You can also use the up and down keys on your keyboard to select a snippet in your list. Once highlighted, just press the enter key to insert it into your reply.

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|------------------|---|--|-------|
| Ticket Snippets | | | × |
| Categories | + | Filter snippets | |
| All Snippets | | Another Category | |
| Another Category | ⇔ | Greett %greet% | - iĝi |
| New Category | ☆ | Dear Bishop, Gregory, | |
| | | Wrong Site %wrong-site% It appears as though you have contacted the wrong site. | iĝi |
| | | New Category | |
| | | Second Snippet %again% Here we are again. Here we are again. | ÷\$} |
| | | Test 123 %test% | ÷ |

Tags 20130320-snippets build-251