New Feature: Draft Snippets

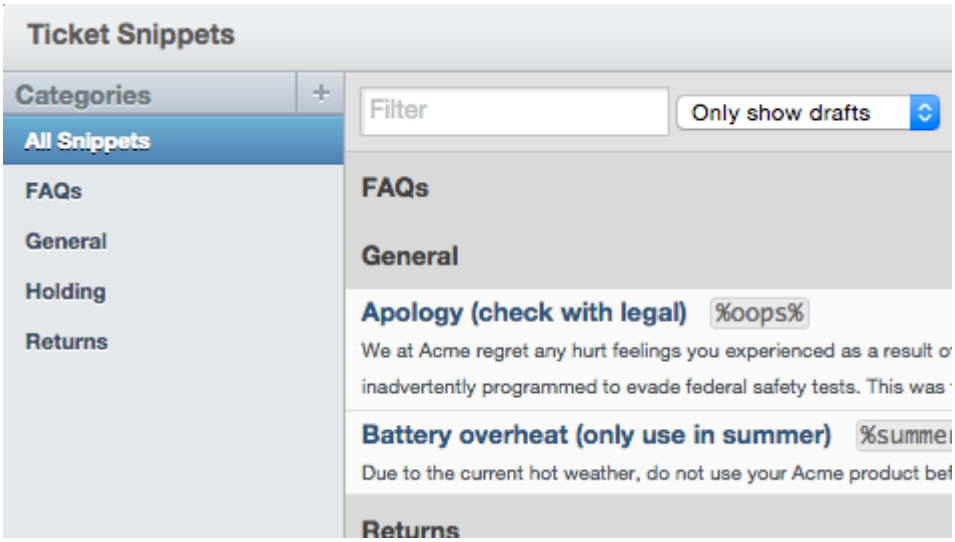
2015-10-07 - Ben Henley - Comments (0) - Product

With Deskpro's snippets feature, your agents can quickly insert common phrases or "canned answers", and use variables to add a personalization, so the pre-written text can address each user by name or refer to details of their ticket.

To get the best out of snippets, it's important to write them carefully and only use them at the right time.

We've now added **draft snippets**, enabling you to create snippets which aren't shown by default.

You can now save a draft snippet and ask a couple of agents to review it, without making it visible to the rest of your agents until it's ready.



Another use for drafts is to hide snippets that are only useful at a certain time of year. No need to wade through all the snippets about your Easter product line to find the pumpkin spice FAQ.

We've updated the snippets section of the agent manual with full documentation of how to use drafts.

Deskpro On-Premise admins, update your helpdesk now to get this feature. If you're a

Deskpro Cloud customer, we'll be rolling this out to your helpdesk soon.