

Introducing: Linking Tickets to Feedback

2018-03-19 - Benedict Sycamore - Comments (0) - Product

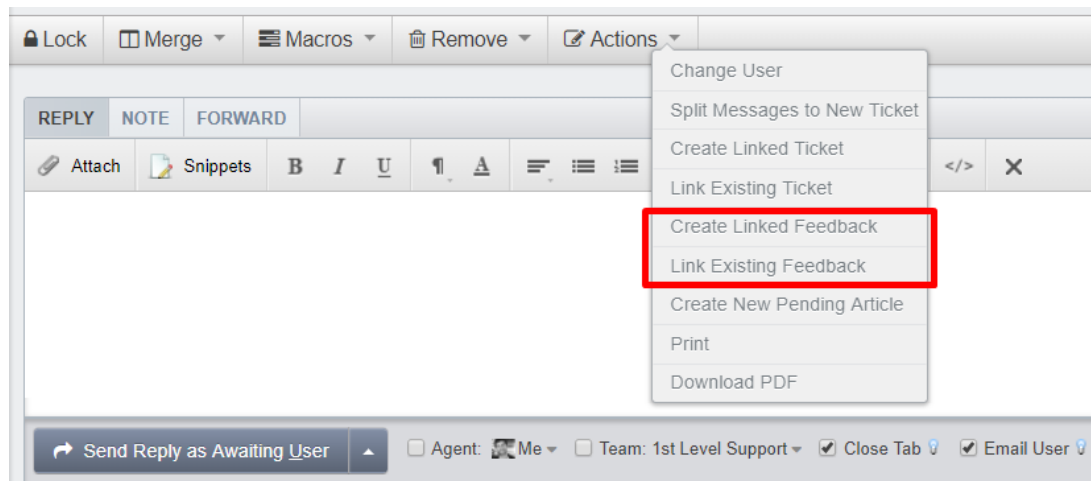
We have now introduced a way to link tickets to one or more feedback items. This is useful for scenarios where a customer submits a ticket that you want to turn into a feature request.

The new update allows you to:

- Link tickets to feedback items, and display the link in both ticket and feedback views so agents have full visibility. Tickets can be linked to multiple feedback items, and feedback can be linked to multiple tickets.
- Search for tickets linked to a particular feedback item, or search for tickets "with a link" to any existing feedback.

How does the new feature work?

To link to feedback from a ticket, the "Link Existing Feedback" and "Create Linked Feedback" options are available from the Actions menu.



"Link Existing Feedback" displays a search box where you can enter feedback title or an ID to find the feedback item you want to link the ticket to.

Link Existing Feedback

☒ Subscribe Ticket Owner (Paul Davies/paul.davies@deskpro.com) to Feedback

☒ Subscribed (1) Ticket Participants to Feedback

snippets

141	attachment in snippets	Feature Request
218	Option to Sort Snippets	Feature Request
257	Snippets for my Department(s)	Feature Request
413	Addition of a Time Stamp Variable for Snippets	Feature Request
472	Snippets & Macros Usage Count	Feature Request
527	@ Mentions in snippets	Feature Request
552	Ability to view each ticket that used a particular snippet in "snippet reporti..y	Feature Request
615	Snippets appear differently depending on if you use button or %	Bug Report
631	Twig logic tags in snippets	Feature Request
684	Create Ticket-Templates more powerful than snippets	Feature Request

"**Create Linked Feedback**" opens the New Feedback tab. The New Feedback shows a message at the top saying it's being created as a linked item to the ticket.

Linking with ticket: Testing email and cc

- ☒ Subscribe Ticket Owner (Paul Davies/paul.davies@deskpro.com) to Feedback
- ☒ Subscribed (1) Ticket Participants to Feedback


Type

Suggestion

Status

Deferred



User










Paul Davies (paul.davies@deskpro.com) 






Title

Buying a Rocket Ship

Description

B I U  

Hello,

It would be great if you sold rocket ships.

Thanks
Paul

After a ticket has been linked to feedback, a "Linked Feedback" tab is added to the ticket Properties box. This simply lists the linked feedback with an "x" icon to remove the link.

How can I start using the new feature?

If you are using Deskpro Cloud, we will roll out this update to your helpdesk soon.

If you are using Deskpro On-Premise, you can update your helpdesk to the latest version from your Admin Interface.

We look forward to receiving your feedback about the new article editor, and wish you all the best in the meantime.