

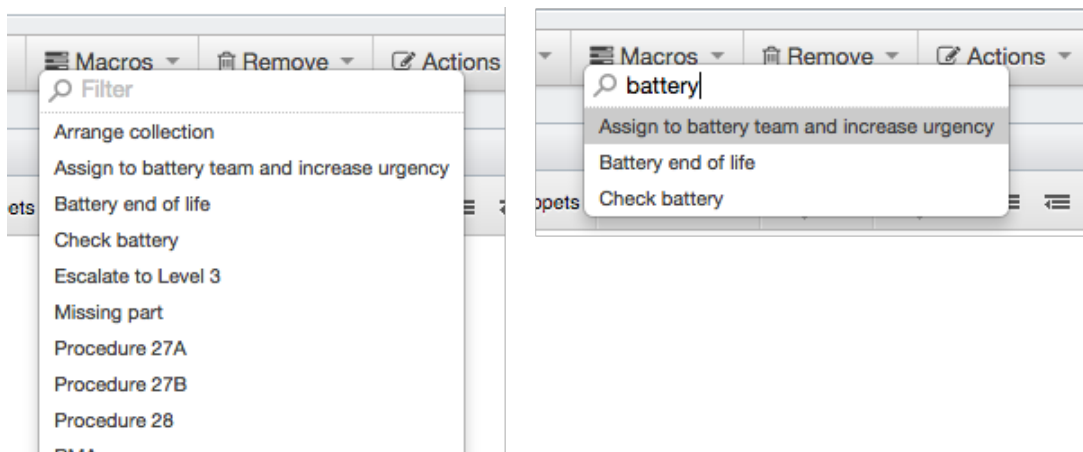
New Feature: Macro Filtering and Folders

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

If you have a lot of multi-step procedures that your agents need to carry out, you're probably already speeding things up by storing them as one-click [macros](#).

If you've built up a big library of macros, it can take a while to find the right one. We've now added **macro filtering** so your agents can find the right macro more easily.

With macro filtering, you type a few letters or a word, and Deskpro instantly displays only the macros which match what you entered.



We've also added the ability to store your macros in nested folders.

Edit Macro

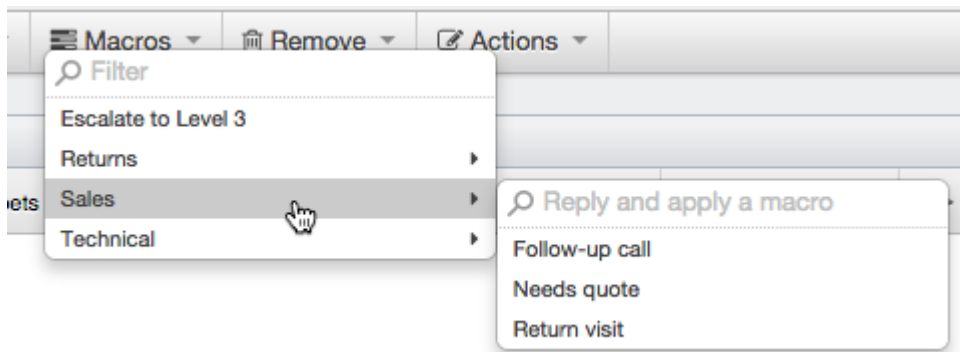
Title

Use "->" to create a menu hierarchy in your macros. Example: Sales -> My Macro

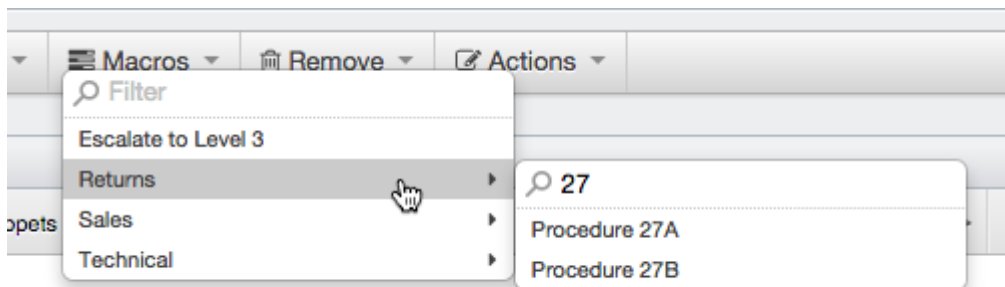
Who can use this macro??

Everyone

Now it's easier than ever for your agents to find the right macro for each situation.



You can even filter within a folder:



Deskpro On-Premise admins, you can update your helpdesk now to get these features. If you're a Deskpro Cloud customer, we'll be adding this to your helpdesk soon.

Kontenut Relatat

- [New Feature: Snippet & Macro Usage Reporting](#)