Mass Action Add "Problem","Note", and "Merge" Collecting Feedback

- Nik Kov
- **Forum name:** #Feature Request

Would be great if we could do the following using mass actions - Assign Problem to selected tickets - Add note to selected tickets (instead of mass reply) - Merge selected tickets into single ticket

Comments (6)

Chris Booth

7 years ago

Having needed to merge 15 tickets this morning, being able to group merge them in one operation would have saved a fair bit of clicking

Ian Wilson

7 years ago

When selecting tickets for mass action it would be useful to be able to apply "problem" from a pre-existing problem (Problems & Incidents feature) to all selected tickets

Danilo

6 years ago

Add a "mass action" for merge the tickets

Lu Parente

9 years ago

When applying actions to mass selections in Deskpro, we currently have a the ability to add a 'Mass Reply' but not a 'Mass Note'. Adding the ability to add a 'Mass Note' would be very helpful when needing to apply the same note to each of the selected tickets. Thanks, Lu

Ben Brown

5 years ago

I'm very surprised this isn't already a feature for a helpdesk system used around the world!

Christian

3 years ago

It would also be great if there was the option to BCC on a Mass Action reply.