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Drag and drop for agents is now even better

2014-07-10 - Ben Henley - Comment (1) - Product

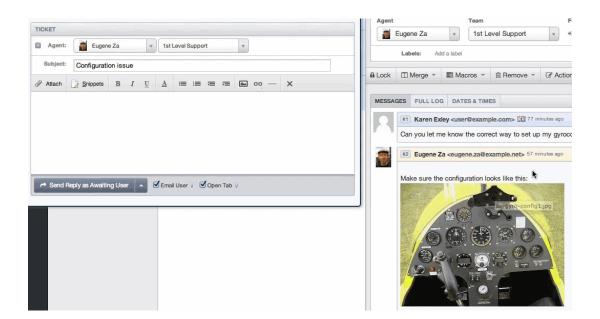
We're always looking for ways to make it faster and easier to get things done in DeskPRO. We just wanted to announce a new feature that might come in very useful for a lot of agents.

DeskPRO has supported drag and drop of files from your desktop to a ticket or ticket reply for quite some time.

Macros	▼	Actions -		
ts B I	U Drop your file here to attach it to your reply			acme-gyrocopter- manual-v2.2.pdf
	Drop your ima	<u>ge</u> here to inser	t it into your reply	
aiting <u>U</u> ser	🗌 Agent: 🗏 Me 🗸	Team: Support	t Managers 👻 🗹 Close Ta	b 🕅 🗹 Email User 🕅

You can even paste a screenshot right into a ticket message with Ctrl-V (or cmd-V for Mac users). (We hope you knew that).

We realised that we could extend this to let you drag attachments *between* tickets:



That works in recent versions of Chrome and Firefox. You can drag any file or image that's been added to a ticket and drop it into a new ticket or a ticket reply.

So now if a user asks you to send them the same file again, you can just do this:

REPLY NOTE Image: Attach Image: Snippets Image: Big I mining Image: Snippets Image: Snippets Imag
Drop your <u>image</u> here to insert it into your reply
Send Reply as Awaiting User Agent: EZa Team: 1st Level Support Cose Tab Email User MESSAGES FULL LOG DATES & TIMES
Dave <dave.lao@126.com> 15 minutes ago</dave.lao@126.com>
Sorry, I accidentally deleted the email with the manual - could you resend it? Tranks!
#3 Eugene Za <eugene.za@example.net> 18 minutes ago</eugene.za@example.net>
Here's the product manual I mentioned - Chapter 3 will have all the information you need.
الله acme-gyrocopter-manual-v2.2.pdf (258.23 KB)

We've also added the ability to drag and drop attachments *from* tickets *to* your desktop:

THE	#2 Eugene Za <eugene.za@example.net></eugene.za@example.net>	3 minutes ago	
13	This is the updated display software.		
	aa-display-softwarev68.zip (514.00 KB) 🖒	
			Show All
	Documents		
	Desktop		
	O Downloads		

Movies
Pictures