

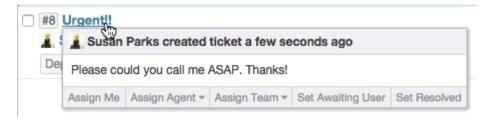
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New Feature: Quick Actions

2014-11-03 - Ben Henley - Comment (1) - Product

We're always looking for ways to make the agent interface faster and easier to use. Even though DeskPRO is web-based, we want working in your helpdesk to feel like you're using your favourite productivity software, not filling in a series of forms.

Our latest improvement is **quick actions** for tickets. Just hover your mouse over the title of a ticket in the list pane, and you'll see that the pop-up lets you carry out the most common ticket actions.



You can assign a ticket to yourself, or to any agent or team, or change its status.

#7	waiting	g Agent 1					
	Amy Gentl						
De	User reports is	ser reports issue with "gremlins".					
	Assign Agent -	Assign Team 🔻	Set Awaiting User	Set Resolved			
				v			
				Q			
		1st Level					
		2nd Leve					
		Support					

As in previous versions, the pop-up shows you the last message on the ticket; now you can also see how old the message is, so you can see at a glance whether it's still relevant.

- #6	1				
De	Site visit sche	evel Support.			
	Assign Agent -	Assign Team -	Set Awaiting Agent	Set Resolved	

Comment (1)

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Geraldine Menard

9 лет назад

Hello! This feature seems very promising but how comes that ther is no shortcut to assign a department? This would be very time-saving! Thanks!