



<u>Center za pomoč</u> > <u>Skupnost</u> > <u>Feature Request</u> > <u>Auto Save for creating new ticket</u>

Auto Save for creating new ticket Finished

• MS Mahmoud Sheikhian

• Ime foruma: #Feature Request

One of our agent wrote about more than 100 line and when internet discounted and reconnect again all text gone . and he wrote all of them again, if Deskpro add this option on create a new ticket will be so useful . Now our agent will write in Microsoft word and after that copy and paste and really it is not good. Thank you .

Komentarjev (2)

Chris Padfield

10 years ago

 $Agreed. \ We \ have \ this \ feature \ for \ replying \ to \ tickets, \ but \ not \ for \ new \ tickets - it's \ something \ we \ plan \ to \ add.$

Paul Davies

7 years ago

Hi Mahmoud. Auto-save of an agent response now works on new tickets as well as replying to tickets.