



[Hjälpcenter](#) > [Community](#) > [Feature Request](#) > [Mass Action Add "Problem", "Note", and "Merge"](#)

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

- NK Nik Kov
- **Forumets namn:** #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

Kommentarer (6)

CB **Chris Booth**

9 år sedan

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**

9 år sedan

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

D **Danilo**

8 år sedan

Add a "mass action" for merge the tickets

LP **Lu Parente**

11 år sedan

When applying actions to mass selections in Deskpro, we currently have 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

BB Ben Brown

7 år sedan

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

C Christian

5 år sedan

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