Deskpro

Problem and Incident Enhancement Collecting Feedback

- Ben Willis
- **Forum adı:** #Feature Request

Please consider expanding the Problem and Incident functionality to allow tickets/incidents that are associated with a Problem to be updated (with a single response) in mass when the parent problem has been closed by either a workaround or by resolving the root cause .

This would put DeskPro and this feature more in line with ITIL best practices.