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New Feature: Click-to-edit fields on tickets

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We are always looking for ways to improve your experience with Deskpro in terms of making it more user-friendly. This is why we have introduced 'Click-to-edit' fields on tickets. You can now simply click on any field in your ticket properties box, such as Workflow or Category, and edit it straight away. Click on a field, edit it and press save at the bottom to make a change. You don't have to click on the gear to make fields editable anymore which is a great time saver and makes this process a lot more effortless.

The screenshot shows the 'PROPERTIES' tab of a ticket in Deskpro. The interface includes several sections:

- Agent:** Unassign (dropdown menu showing 'John Doe')
- Team:** None (dropdown menu)
- Followers:** Add Me (button), Add a follower (button)
- Labels:** Add a label (text input)
- Language:** English (text input)
- Which option applies?:** (text input)
- What date is this for?:** (text input)
- Please add your recommendations:** (text input)

Below the properties is a toolbar with actions: Lock, Merge, Macros, Remove, and Actions.

The bottom section is the 'REPLY' tab, which includes a rich text editor toolbar with options for Attach, Snippets, Bold (B), Italic (I), Underline (U), text color, background color, bulleted list, numbered list, indent, outdent, table, image, link, unlink, source code (</>), and close (X).