

What are some Deskpro productivity tips for agents?

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Deskpro has lots of features designed to help you work efficiently in the agent interface.

Once you've got used to the basics of the agent interface, here are some ways to save time and effort so you can help your users faster:

1. Use [snippets](#) to automatically enter text that you use repeatedly. For example, if you often have to remind users of a certain policy, save it as a snippet. You can define a shortcut so that instead of selecting the snippet, you just type **%policy%** and have it replaced by the relevant snippet. You can use variables to automatically fill in details about the user or ticket - for example, addressing the customer by name.