



[帮助中心](#) > [社区](#) > [Feature Request](#) > [Problem and Incident Enhancement](#)

Problem and Incident Enhancement Collecting Feedback

- Ben Willis
- 论坛名称: #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.