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New Feature: Click-to-edit fields on tickets

2017-01-17 - Lauren Cumming - [Comments \(0\)](#) - [Product](#)

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 displays the 'PROPERTIES' section of a ticket in Deskpro. At the top, there are tabs for 'LINKED TICKETS (3)', 'TASKS (0)', and 'SLAS'. Below these are three main sections: 'Agent' (Unassign) with a dropdown menu showing 'John Doe', 'Team' (None) with a dropdown menu, and 'Followers' (Add Me) with an 'Add a follower' button. Below these are three rows of 'Click-to-edit' fields: 'Labels' (Add a label), 'Language' (English), and 'Which option applies?'. Below these is a field for 'What date is this for?'. At the bottom of the properties section is a text area for 'Please add your recommendations:'. Below the properties section is a toolbar with buttons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. Below the toolbar is the 'REPLY' section, which has a 'NOTE' tab and a rich text editor toolbar with options for 'Attach', 'Snippets', bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, table, image, link, and code.