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New Feature: Problems and Incidents

2015-09-14 - Ben Henley - [Comments \(0\)](#) - [Product](#)

Sometimes a single glitch can produce a flood of tickets. A server goes down or a shipment goes missing, and now dozens of your users have the same problem.

To make it easier to handle that sort of situation, we've added support for **problems and incidents** to Deskpro.

A **problem** is the underlying glitch: the burnt-out server or the missing shipping container.

A problem's **incidents** are simply the tickets generated by that problem.

(We've taken this terminology from IT support, but we think you'll find this feature useful no matter what you use Deskpro for).

The screenshot shows a sidebar on the left with a 'PROBLEMS & INCIDENTS' section. It contains two main categories: 'Missing shipment' with a count of 6, and 'Server down' with a count of 2. Below these is a 'Closed Problems' dropdown menu. To the right, three incident cards are displayed, each with a checkbox, a title, a user profile picture, and a name. The first card is #23 'Our regular order hasn't shown up' by Vincenza Wisozk, with 'Department: Sales' and 'Agent: Unassigned'. The second is #31 'Expected order 49297B today' by Rodrigo Herzog, also with 'Department: Sales' and 'Agent: Unassigned'. The third is #36 'Regular delivery hasn't arrived' by Robin Blan, with 'Agent: Unassigned' and 'Johr'.

Tracking problems produces the following benefits for your helpdesk:

- If you get a sudden spike in incoming tickets, linking them to problems helps support staff understand the root causes and prioritise what to fix first.
- You can use the new **Problems & Incidents** section in the filter pane to view all the tickets caused by a problem at a glance, updated in real time.
- You can combine problems tracking with Deskpro's existing [mass actions](#) feature to message all the users affected by a problem to keep them updated, or resolve all the resulting incidents once the problem is closed - you can even personalise messages with variables; for example, ensure that each user is addressed by name.
- You can use the Reports interface to analyse which problems are generating the most tickets.
- You can close and reopen problems, so agents can always see which problems are actively causing trouble, even with intermittent problems.

The screenshot shows a 'PROPERTIES' tab with 'TASKS (0)' next to it. Below the tabs, there are two dropdown menus: 'Agent - Assign to Me - Unassign' with 'Brayan Kuhlman' selected, and 'Team - Unassign' with 'Support' selected. Below these is a 'Problem:' field with the text 'Missing shipment' and a link '[Incidents: 6] [close]'.

We'll be rolling this feature out to all Cloud helpdesks shortly. On-Premise admins, you can update your installation to get it now.

You'll need to enable this feature as explained in [this section of the admin manual](#), and there's [full instructions for how to use it in the agent manual](#).