August 2022

Delyte Ticket Handling

Delyte ticket handling now filters out auto-replies so that you don't receive away messages

Delyte Exporting Update

Delyte has added a "Solutions Field" when exporting tickets so that you can see the solutions easily

Delyte New Functionalities

Filters can now be approved by a site administrator and made public for the entire organization to use.

For quick addition of tickets information to the FAQ list, a new "Add to FAQ" button has been added

New merge action functionality is now available on the individual leads page