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Be able to view feedback you or your agency has submitted Duplicate

TB TJ Brown •
اسم المنتدى: # Feature Request

Toolkit group uses deskpro for their work orders. I am the administrator for my service, however other users occasionally submit tickets/feature requests. I would like to be able to view all tickets for my agency

تعليق (1)

Ben Henley

منذ 11 سنة

Hi TJ, if I understand this correctly, you want to be able to view all tickets that your colleagues are submitting to another company's helpdesk. This is already possible in DeskPRO: ask them to add you and all your colleagues to an organization, then make you a manager of that organization. You will then be able to see all your organization's tickets on the portal. If they aren't familiar with organizations/managers, please refer them to section 5.4 of our Agent Manual: <https://support.deskpro.com/downloads/files/6-agent-manual-pdf> Hope this helps, please get back to me if I've misunderstood what you want to do here