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## How do I nominate users to manage an organization's tickets

[Agent](#) - [تعليقات \(0\)](#) - Eloise Rea - 2023-08-01

The organization managers feature allows specific people to oversee all of the ticket happenings for their organization. Normally, a person can only see the tickets that they've created or are a participant in. However, an organization manager can see any ticket associated with their organization and even automatically be added as a participant to any new tickets for their organization.

### Nominating Organization Managers

:A person can be set as an organization manager in two places in the agent interface

- On a person's CRM profile, next to their position field
- On the organization page, in the members list. Organization managers have an icon next to their name. Clicking this icon will toggle manager status on and off



Alice Barrel

86

Sales Lead

VIP

+ Add



Tickets +

Open (2)

196 Problem re



Alice Barrel

195 Need help v



Alice Barrel

Summary +

Contact Information +

aliceburvin@gmail.com

+44 07492 271152

Organization

Energy.io (78)

Manager



The screenshot displays the Energy.io help center interface. At the top, there's a header with the logo and navigation tabs for 'High Priority', 'Partnership', and 'VIP'. Below the header, there are several sections:

- Summary +**: A section for general information.
- Contact Information +**: Shows a phone number (+44 07969 236608).
- Properties**: Includes 'Date created' (Oct 14, 2021) and 'Usergroup'.
- Hierarchy**: Shows 'Parent' as 'City Air Inc.' and 'Children' as 'Add Organization'.
- Associated Domains +**: Lists 'energy.com' and 'energy.io'.
- Members +**: A list of organization members with their names and roles. Alice Barrel is marked as 'Manager'. A red arrow points to Hilda Adair's name in this list.

The main area is titled 'Tickets +' and shows a list of 28 open tickets and 36 resolved tickets. Each ticket entry includes a number, a subject, the sender's name and email, and a timestamp. For example, ticket 196 is 'Problem reading the meter (Email)' from Alice Barrel, received 3 days ago. Ticket 275 is 'Call from +447969236608' from Hilda Adair, received 6 months ago. The 'Members +' list on the left shows Hilda Adair with a red arrow pointing to her name, indicating a new option when clicking on her user profile icon.

### From the Organization Manager's perspective

An organization manager can view and search all of their organization's tickets in the help center. They will have a new option when clicking on their user profile icon

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Contact Us



Alice Barrel



My Profile



My Tickets



Energy.io Tickets



My Chats


Logout

If they wish to automatically join any tickets for their organization when they're created, they can set this on their profile page

Name \*

Alice Barrel

Language \*

English (UK) 



Change or delete profile picture?

Timezone

Other 



UTC 

Automatically join Energy.io's tickets?