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

[Agent](#) - [تعليقات \(.\)](#) - 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 the parent organization as 'City Air Inc.' and a list of children.
- Associated Domains +**: Lists 'energy.com' and 'energy.io'.
- Members +**: A list of organization members, including Agatha Bardle, Alice Barrel (Manager), Audrey Merivale, Doris Weather..., Heather Brown, Hilda Adair, Lily Jones, and Spencer Hastin... Each member has a profile icon and a blue plus sign next to it.

The main area is titled 'Tickets +' and shows a list of tickets. The list is filtered to show 'Open (28)' and 'Resolved (36)' tickets. Each ticket entry includes a ticket ID, a subject, the sender's name and email, and the time since the ticket was created. A red arrow points to the ticket with ID 275, 'Call from +447969236608', which was sent by Hilda Adair (hilda.adair@example.com).

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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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?