

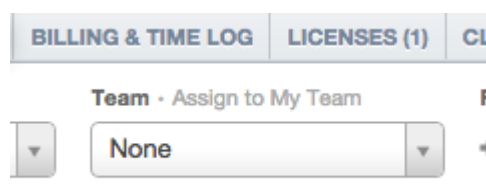


[Product](#) > [New Feature: Primary Teams](#) < [الاخبار](#)

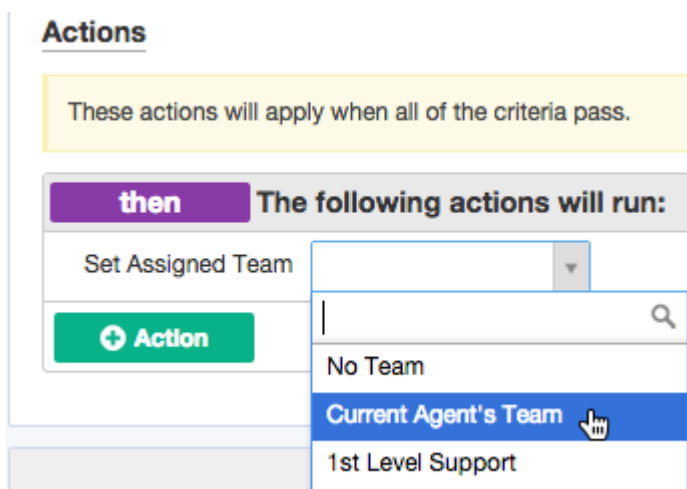
New Feature: Primary Teams

[Product](#) - [تعليقات \(.\)](#) - Ben Henley - 2014-10-02

.We've added a new agent setting which improves the process of assigning teams in a couple of ways
When agents who belong to more than one team used the **Assign to My Team** quick link on a ticket, the team assigned was always the first created - even if it wasn't the agent's most commonly-used team



.Now you can set a **primary team** for each agent, which will be assigned instead
Setting the agent's primary team also improves how automated actions work. Some actions set the **Current Agent's Team**: again, the primary team setting will now be used to decide which team that is



.Set up primary teams on each agent's profile in **Admin > Agents**

Teams

<input checked="" type="checkbox"/> 1st Level Support	Primary Team
<input checked="" type="checkbox"/> 2nd Level Support	Primary Team
<input checked="" type="checkbox"/> Support Managers	<input checked="" type="checkbox"/> Primary Team

مواضيع ذات صلة

- [New Feature: Better Search for Users](#) •
- [New Feature: Email Log Mass Actions](#) •

- [New Feature: Shift-Click To Open Tabs In Background](#) •
- [New Feature: Chat Search](#) •
- [New Feature: Time for a Team Picture](#) •
- [New Feature: Department Avatars](#) •
- [New Feature: This Season's Designer Labels](#) •
- [New Feature: Even Better Automation](#) •
- [New Feature: Create Tasks Automatically](#) •
- [New Feature: Close Tabs in Bulk](#) •
- [DeskPRO Build #370 Released](#) •