

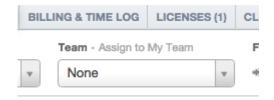
Product > New Feature: Primary Teams < الاخبار

New Feature: Primary Teams

Ben Henley - 2014-10-02 تعلیقات - Ben Henley

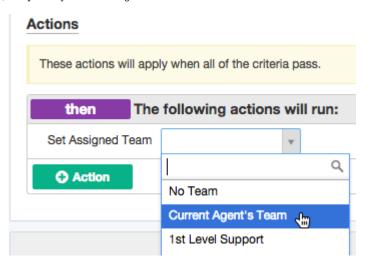
.We've added a new agent setting which improves the process of assigning teams in a couple of ways

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



مواضيع ذات صلة

- New Feature: Better Search for Users •
- New Feature: Email Log Mass Actions •

- - 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
 - <u>DeskPRO Build #370 Released</u> •