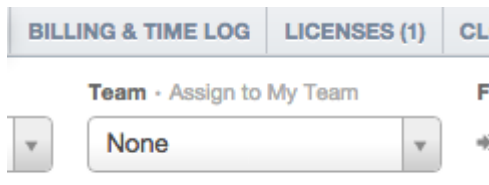


## New Feature: Primary Teams

Product - (·) Ben Henley - Comments - 2014-10-02

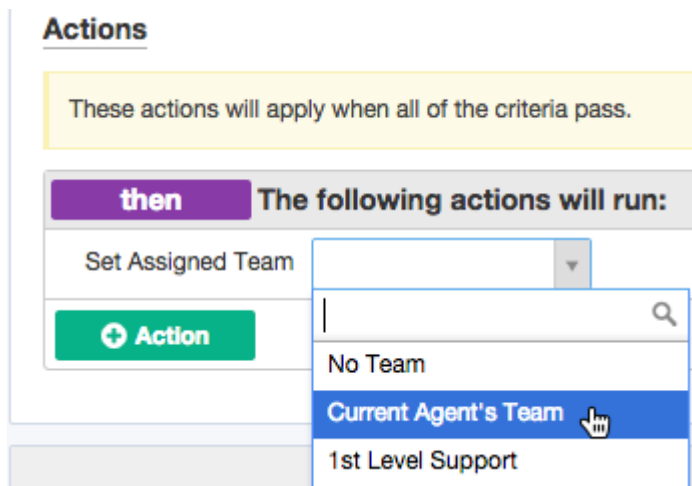
We've added a new agent setting which improves the process of assigning teams in a couple of ways

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**

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## Teams

- 1st Level Support 
- 2nd Level Support 
- Support Managers 

Primary Team

Primary Team

✓ Primary Team

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