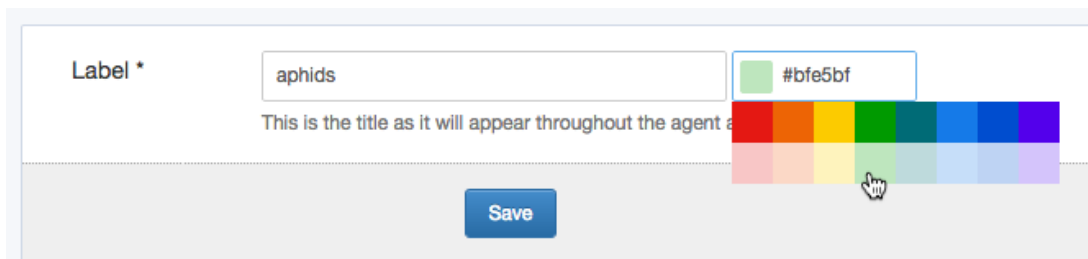


## New Feature: This Season's Designer Labels

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

.We know that a lot of helpdesks use labels as a key part of their workflow

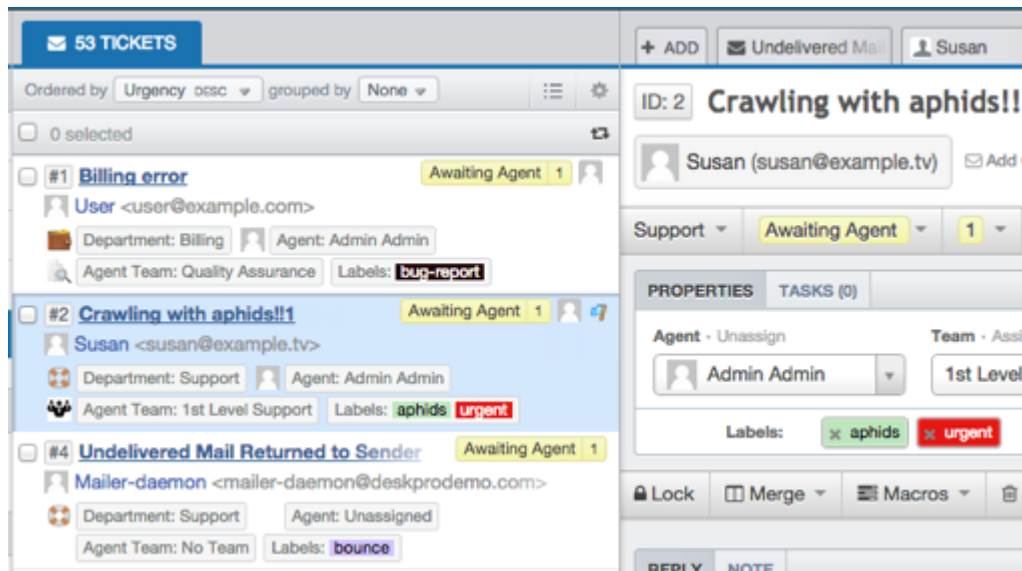
.Now there's a new way to get even more out of labels: color



Label \*

This is the title as it will appear throughout the agent interface

Replace uniform gray labels with your own custom colors, and your agents instantly get more information at a glance



53 TICKETS

Ordered by Urgency asc grouped by None

#1 Billing error Awaiting Agent 1

User <user@example.com>

Department: Billing Agent: Admin Admin

Agent Team: Quality Assurance Labels: bug-report

#2 Crawling with aphids!!1 Awaiting Agent 1

Susan <susan@example.tv>

Department: Support Agent: Admin Admin

Agent Team: 1st Level Support Labels: aphids urgent

#4 Undelivered Mail Returned to Sender Awaiting Agent 1

Mailer-daemon <mailer-daemon@deskprodemo.com>

Department: Support Agent: Unassigned

Agent Team: No Team Labels: bounce

ID: 2 Crawling with aphids!!

Susan (susan@example.tv)

Support Awaiting Agent 1

PROPERTIES TASKS (0)

Agent - Unassign Team - Assi

Admin Admin 1st Level

Labels: x aphids x urgent

Lock Merge Macros

REPLY NOTE

You can pick from one of 16 predefined colors, or get the precise shade you like by entering a [hex color value](#) (we hope 16,777,216 possible colors are enough)

To set this up, go to the **Labels** section for each type of content (e.g. **Admin > Tickets > .(Labels**

Related Content

- [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: Even Better Automation](#) •
- [New Feature: Create Tasks Automatically](#) •
- [New Feature: Close Tabs in Bulk](#) •
- [New Feature: Primary Teams](#) •
- [DeskPRO Build #370 Released](#) •