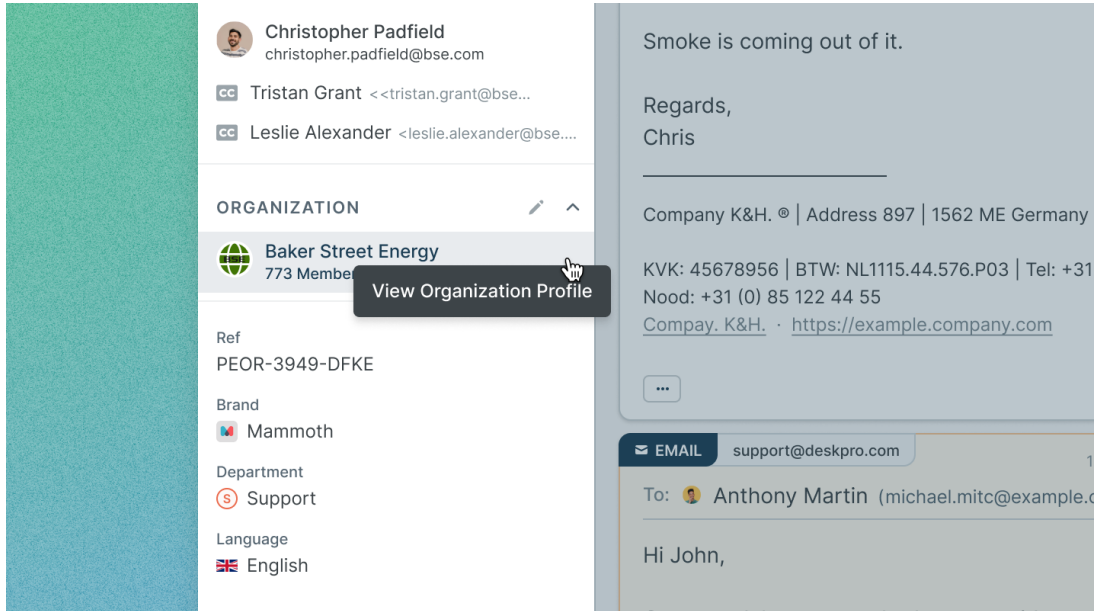


## Access Organization Profiles more easily with this Properties update

2024-02-29 - Lara Proud - Sylwadau (0) - Product (Agent)

We have made some functional and visual updates to the Organization field on the Ticket Properties.

Firstly, when you click on an Organization name in Ticket Properties it will open that Organization Profile in the CRM panel, and clicking again will hide the Organization Profile details from view, just like with the User Profile.

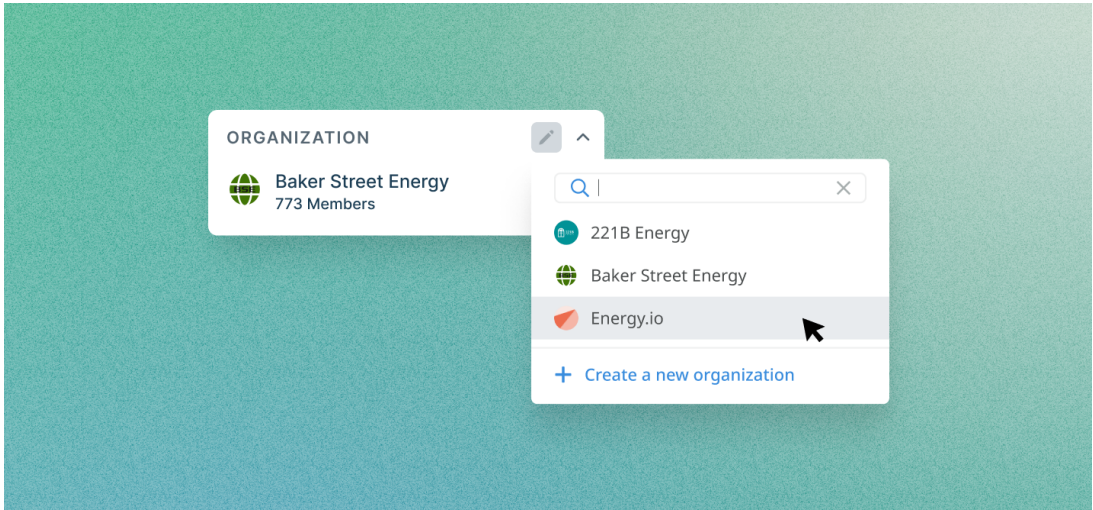


The screenshot displays the 'ORGANIZATION' section in the Ticket Properties panel. It features a search icon and an expand/collapse arrow. The selected organization is 'Baker Street Energy' with 773 Members. A tooltip 'View Organization Profile' is shown over the organization name. Below the organization name, the following details are listed:

- Ref: PEOR-3949-DFKE
- Brand: Mammoth
- Department: Support
- Language: English

The background shows a ticket conversation with a message: 'Smoke is coming out of it.' and a signature: 'Regards, Chris'. The email address 'support@deskpro.com' is visible in the header.

To update the Ticket's Organization, you'll now click the handy pen icon which will let you easily search for and change the Organization. Additionally, you can choose if the Organization section is expanded or collapsed with a click and your preference will be saved for future tickets.



These updates are designed to enhance your workflow by giving you additional functionality and making ticket management more efficient.