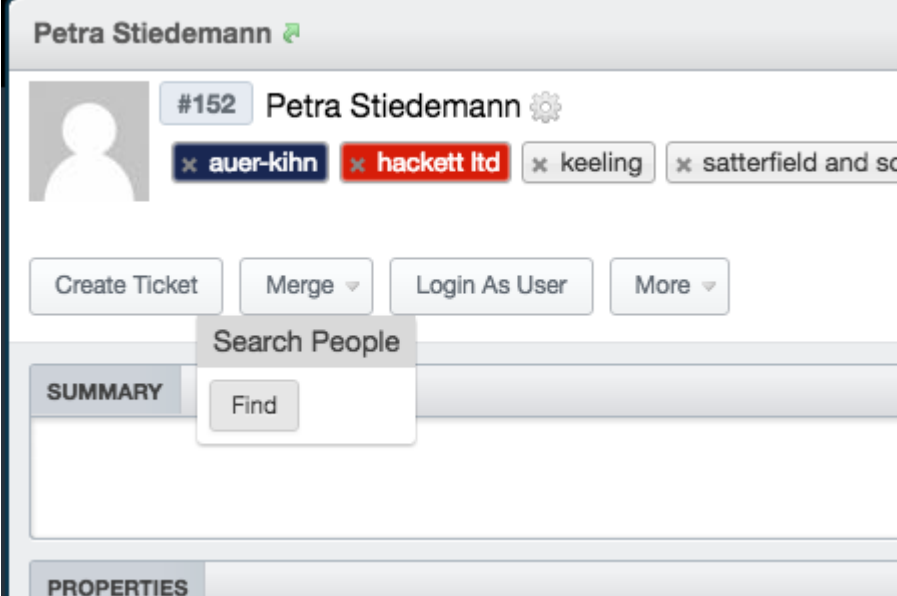


## How do I assign multiple tickets to one user from another?

Christopher Padfield - 2018-03-13 - Comments (0) - Using Deskpro

If you have a user (not an agent, where this happens by default during deletion) that you wish to mass change ticket ownership on (for example, they are leaving the company) you should merge the user with the user you wish to take all those tickets and then remove the old email address from the new combined profile.

Simply click on a user profile and then click 'Merge'. Find the user you need to merge accounts with.



The screenshot shows a user profile for Petra Stiedemann. The profile header includes the name and a gear icon. Below the name is a list of associated companies: auer-kihn, hackett ltd, keeling, and satterfield and sc. A row of buttons is visible: 'Create Ticket', 'Merge' (with a dropdown arrow), 'Login As User', and 'More' (with a dropdown arrow). A 'Search People' dropdown menu is open, showing a 'Find' button. The profile is divided into sections: 'SUMMARY' and 'PROPERTIES'.

Mærkater

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