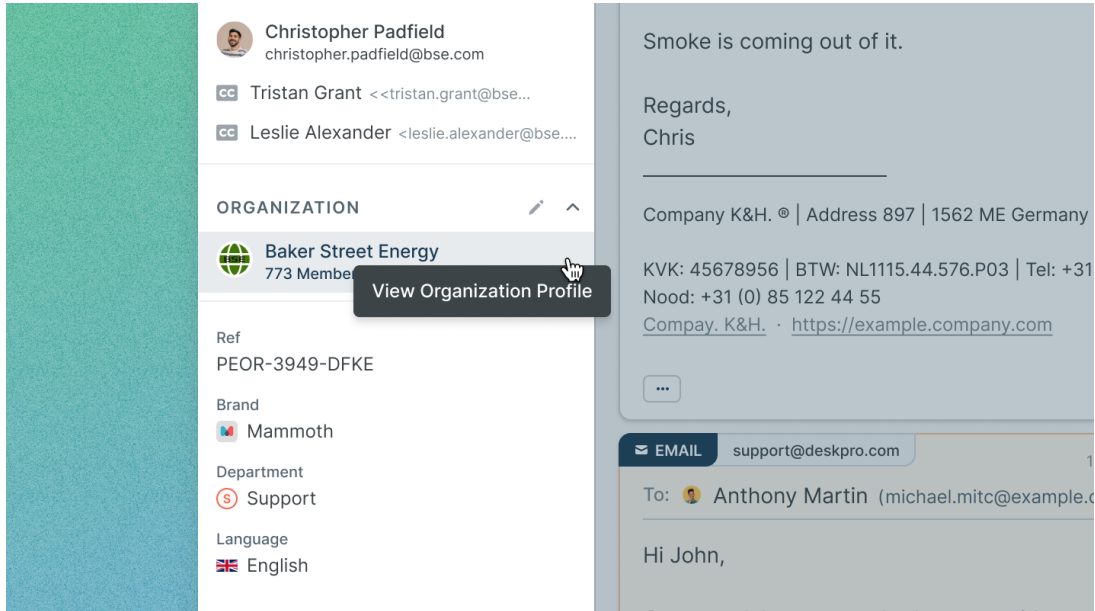


Access Organization Profiles more easily with this Properties update

2024-02-29 - Lara Proud - Σχόλια (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.

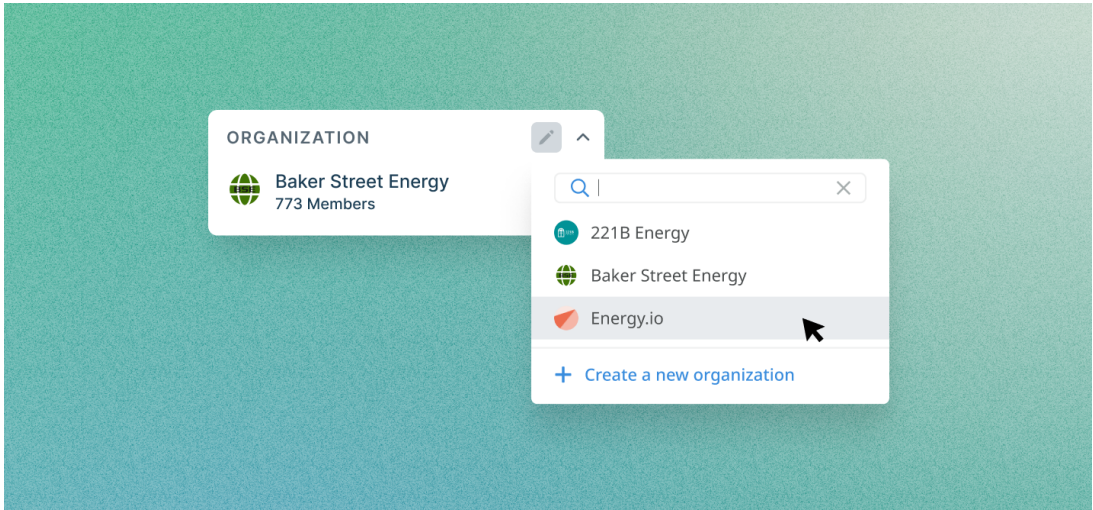


The screenshot displays the 'ORGANIZATION' section of a ticket's properties. The organization is 'Baker Street Energy' with 773 members. A button labeled 'View Organization Profile' is overlaid on the organization name. Below the organization name, the following details are listed:

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

To the right, a snippet of an email conversation is visible, showing a message from 'support@deskpro.com' to 'Anthony Martin'.

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.