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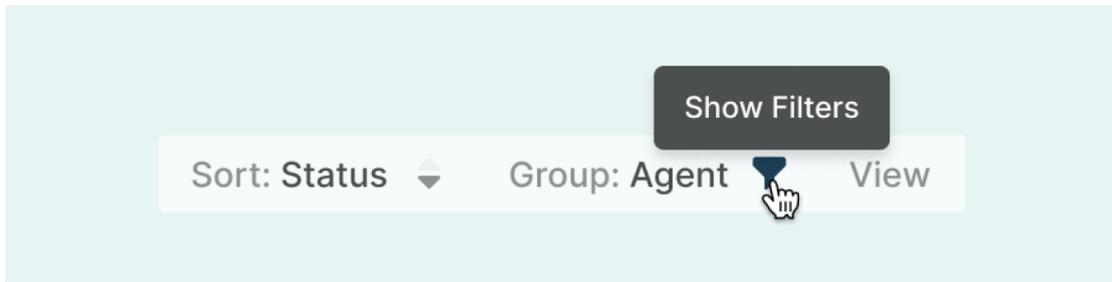
Group and access Queues with more flexibility

2023-07-11 - Lara Proud - [Σχόλια \(0\)](#) - [Product \(Agent\)](#)

We are thrilled to announce an exciting enhancement to our ticket organization feature that will significantly improve your workflow.

You now have the ability to group Ticket Queues using the new visual Grouping Filters. This feature provides a visual grouping of Ticket Queues, enhancing organization and providing a comprehensive view of ticket distribution across different groups.

To utilize this feature, simply apply a Group to a Queue and select the filter icon next to the Group option. This will display the grouping in Bubbles at the top of the Table View.:



The grouping possibilities with this new feature are extensive with the ability to view groups by Ticket Properties, Ticket Dates and Times, and Ticket Custom Fields. For full list options, view the [Agent Guide](#).

The image shows a screenshot of a ticket queue table. At the top, there is a header with agent names and counts: All (286), Arlene McCoy (5), Brooklyn Simmons (6), Cameron Williamson (32), Candy Miles (17), Darrell Steward (21), Jerome Edwards (3), Kristin Watson (7), Ralph Edwards (14), Ralph Edwards (35), Jenny Wilson (52), Marvin McKinney (9), Jane Cooper (1), Ralph Edwards (31), Jenny Wilson (6), Marvin McKinney (9), Ralph Edwards (27), and Kalet Lee (11). Below the header is a table with columns: ID, Subject, User, Agent, and Last Reply. The table is grouped by agent, with expandable sections for Arlene McCoy (2), Brooklyn Simmons (6), and Cameron Williamson (32). Each group contains rows of tickets with their respective details.

ID	Subject	User	Agent	Last Reply
Arlene McCoy (2)				
46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Arlene McCoy	18 hrs
46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Arlene McCoy	18 hrs
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Arlene McCoy	5 min
7032	Starting your traveling blog with Vasco 🌟🔖	Ronald Richards <dolores.chambers@example.com>	Arlene McCoy	5 hrs
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Arlene McCoy	5 min
Brooklyn Simmons (6)				
46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Brooklyn Simmons	18 hrs
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Brooklyn Simmons	5 min
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7032	Starting your traveling blog with Vasco 🌟🔖	Ronald Richards <dolores.chambers@example.com>	Brooklyn Simmons	5 hrs
Cameron Williamson (32)				
46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Cameron Williamson	18 hrs
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Cameron Williamson	5 min

Within the Ticket Queue, you will find a list of tickets grouped according to your selection. By choosing a specific

item in the group, such as an agent's name, you can load a view that only displays their associated tickets. Deselecting the agent will restore the full grouped queue.

We believe that this improved ticket organization feature will revolutionize the way you manage your tickets, providing you with greater flexibility, efficiency, and control. Try it out and experience the power of enhanced ticket filtering and grouping.