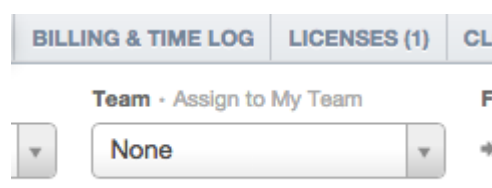


New Feature: Primary Teams

2014-10-02 - Ben Henley - [Σχόλια \(0\)](#) - [Product](#)

We've added a new agent setting which improves the process of assigning teams in a couple of ways.

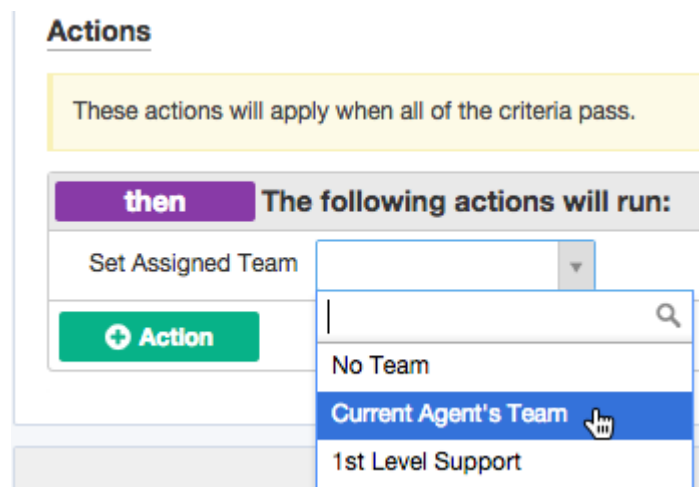
When agents who belong to more than one team used the **Assign to My Team** quick link on a ticket, the team assigned was always the first created - even if it wasn't the agent's most commonly-used team.



The screenshot shows a user interface with three tabs: 'BILLING & TIME LOG', 'LICENSES (1)', and 'CL'. Below the tabs is a section titled 'Team - Assign to My Team' with a dropdown menu currently set to 'None'.

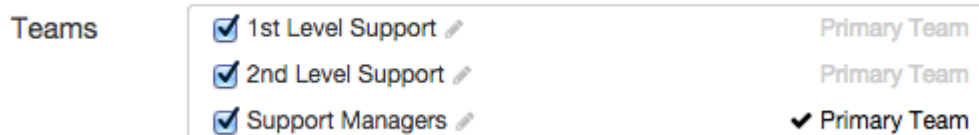
Now you can set a **primary team** for each agent, which will be assigned instead.

Setting the agent's primary team also improves how automated actions work. Some actions set the **Current Agent's Team**: again, the primary team setting will now be used to decide which team that is.



The screenshot shows the 'Actions' configuration screen. A yellow box states: 'These actions will apply when all of the criteria pass.' Below this, a purple button labeled 'then' is followed by the text 'The following actions will run:'. Underneath, there is a 'Set Assigned Team' action with a dropdown menu. The dropdown menu is open, showing options: 'No Team', 'Current Agent's Team' (which is highlighted with a mouse cursor), and '1st Level Support'. A green button labeled 'Action' is also visible.

Set up primary teams on each agent's profile in **Admin > Agents**.



The screenshot shows the 'Teams' configuration section. It lists three teams: '1st Level Support', '2nd Level Support', and 'Support Managers'. Each team has a checkbox and a pencil icon. To the right of each team, there is a 'Primary Team' label. The 'Support Managers' team has a checkmark next to its 'Primary Team' label.

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- [New Feature: Email Log Mass Actions](#)
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- [New Feature: Chat Search](#)
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