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New Feature: Quick Assign To Yourself And Your Team

2014-08-11 - Ben Henley - [Σχόλια \(0\)](#) - [Product](#)

Assigning tickets to agents and teams is a core part of DeskPRO helpdesk workflow. We're always working to make the agent interface faster and easier to use, and we've found a way to make assignment that little bit quicker.

We realised that the agent you assign tickets to the most is probably *yourself*, so we added a one-click **Assign to Me** link.

The screenshot shows a ticket interface with the following elements:

- Support ▾ Awaiting Agent ▾ 1 ▾
- TAB: PROPERTIES (selected), TASKS (0), SLAS ⚙, TIME LOG, JIRA (0)
- Agent (Assign to Me): Unassigned ▾
- Team (Assign to My Team): None ▾
- Followers (Add Me): + Add a follower
- Product: None
- Labels: Add a label

We've also added one-click links to **assign a ticket to your team** or **add yourself as a follower**.

It's one of the little touches that adds up to make our slick, modern interface a pleasure to use.