

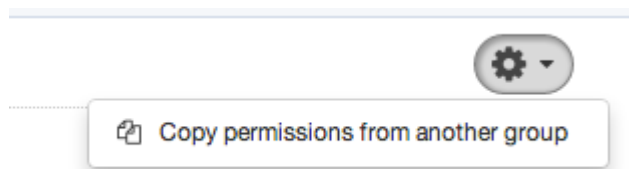
New Feature: Set Up Permissions Faster

2014-08-28 - Ben Henley - Comments (0) - Product

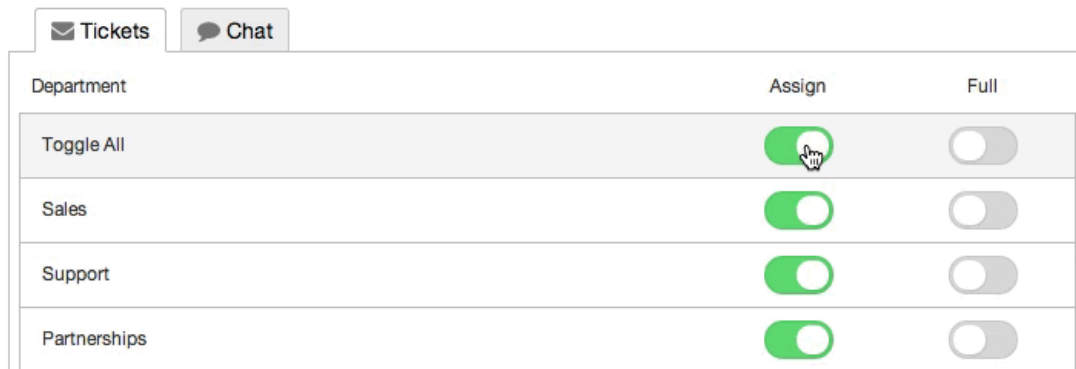
DeskPRO's powerful agent permissions system gives you fine-grained control over what agents can do.

Now we've made it easier to set up and manage with two time-saving interface tweaks.

When you're creating a new permission group, you can now copy the settings from an existing group.



You'll also find a new **Toggle All** control to turn a whole column of permissions on or off.



A screenshot of a permissions table. At the top, there are two tabs: 'Tickets' (selected) and 'Chat'. The table has three columns: 'Department', 'Assign', and 'Full'. The 'Assign' and 'Full' columns contain toggle switches. A 'Toggle All' row is highlighted in grey, with a mouse cursor pointing to its 'Assign' toggle switch. Below it are rows for 'Sales', 'Support', and 'Partnerships'.

Department	Assign	Full
Toggle All	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sales	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Partnerships	<input checked="" type="checkbox"/>	<input type="checkbox"/>