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New Feature: This Season's Designer Labels

2014-10-02 - Ben Henley - Σχόλια (0) - Product

We know that a lot of helpdesks use labels as a key part of their workflow.

Now there's a new way to get even more out of labels: color.

Label *	aphids	#bfe5bf				
	This is the title as it will appear throughout the agent a					
	Save			Ś		

Replace uniform gray labels with your own custom colors, and your agents instantly get more information at a glance:

S3 TICKETS	+ ADD SUndelivered Mail Susan						
Ordered by Urgency ocsc v grouped by None v 🗄 🛱	ID: 2 Crawling with aphids!!						
O selected 13							
Awaiting Agent 1	Susan (susan@example.tv)						
User <user@example.com></user@example.com>							
Department: Billing 🦳 Agent: Admin Admin	Support * Awaiting Agent * 1 *						
Agent Team: Quality Assurance Labels: Dug-report	PROPERTIES TASKS (0)						
#2 Crawling with aphids!!1 Awaiting Agent 1							
Susan <susan@example.tv></susan@example.tv>	Agent - Unassign Team - Assi						
😫 Department: Support 📃 Agent: Admin Admin	Admin Admin + 1st Level						
Agent Team: 1st Level Support Labels: aphids Urgent							
Undelivered Mail Returned to Sender Awaiting Agent 1	Labels: x aphids urgent						
Mailer-daemon <mailer-daemon@deskprodemo.com></mailer-daemon@deskprodemo.com>	Lock Merge ▼ ■ Macros ▼						
Department: Support Agent: Unassigned							
Agent Team: No Team Labels: bounce	REPLY NOTE						

You can pick from one of 16 predefined colors, or get the precise shade you like by entering a <u>hex color value</u> (we hope 16,777,216 possible colors are enough).

To set this up, go to the Labels section for each type of content (e.g. Admin > Tickets > Labels).

Σχετικό περιεχόμενο

- <u>New Feature: Better Search for Users</u>
- <u>New Feature: Email Log Mass Actions</u>

- <u>New Feature: Shift-Click To Open Tabs In Background</u>
- <u>New Feature: Chat Search</u>
- <u>New Feature: Time for a Team Picture</u>
- <u>New Feature: Department Avatars</u>
- <u>New Feature: Even Better Automation</u>
- <u>New Feature: Create Tasks Automatically</u>
- <u>New Feature: Close Tabs in Bulk</u>
- <u>New Feature: Primary Teams</u>
- DeskPRO Build #370 Released