

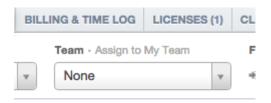
News > Product > New Feature: Primary Teams

New Feature: Primary Teams

2014-10-02 - Ben Henley - Comments (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.



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.

Actions	
These actions will apply when all of the criteria pass.	
then The following actions will run:	
Set Assigned Team	v
C Action	্
	No Team
	Current Agent's Team
	1st Level Support

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

Teams

1st Level Support 2nd Level Support Primary Team Primary Team

Primary Team

🗹 Support Managers 🥒

Related Content

- New Feature: Better Search for Users
- New Feature: Email Log Mass Actions
- New Feature: Shift-Click To Open Tabs In Background
- New Feature: Chat Search
- New Feature: Time for a Team Picture
- New Feature: Department Avatars
- <u>New Feature: This Season's Designer Labels</u>
- New Feature: Even Better Automation
- <u>New Feature: Create Tasks Automatically</u>
- New Feature: Close Tabs in Bulk
- DeskPRO Build #370 Released