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New Feature: Quick Assign To Yourself And Your Team

2014-08-11 - Ben Henley - [Comments \(0\)](#) - [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 management interface. At the top, there's a navigation bar with 'Support' and 'Awaiting Agent' (highlighted in yellow), along with a '1' in a yellow box and a flag icon. Below this is a tabbed interface with 'PROPERTIES' selected. The 'Agent (Assign to Me)' dropdown menu is open, showing 'Unassigned' as the selected option, with a mouse cursor hovering over it. To the right, the 'Team (Assign to My Team)' dropdown menu is set to 'None'. Further right, there's a 'Followers (Add Me)' section with an 'Add a follower' button. Below these are fields for 'Product: None' and '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.