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How do I nominate users to manage an organization's tickets?

Eloise Rea - 2023-08-01 - [Comments \(0\)](#) - [Agent](#)

The organization managers feature allows specific people to oversee all of the ticket happenings for their organization. Normally, a person can only see the tickets that they've created or are a participant in. However, an organization manager can see any ticket associated with their organization and even automatically be added as a participant to any new tickets for their organization.

Nominating Organization Managers

A person can be set as an organization manager in two places in the agent interface:

- On a person's CRM profile, next to their position field.
- On the organization page, in the members list. Organization managers have an icon next to their name. Clicking this icon will toggle manager status on and off.



Alice Barrel

86

Sales Lead

VIP

+ Add



Summary +

Contact Information +



aliceburvin@gmail.com



+44 07492 271152

Organization



Energy.io (78)



Manager



Tickets +

Open (2)

196 Problem re



Alice Barrel

195 Need help v



Alice Barrel

Energy.io

1

High Priority

Partnership

VIP

+ Add

Summary +

Contact Information +

+44 07969 236608

Properties

Show 2 empty fields

Date created

Oct 14, 2021

Usergroup

Machine SN Dongle nr

TBC 223445569 51102 X

TBD 555666777 61101 X

Hierarchy

Parent

City Air Inc.

Children

Add Organization

Associated Domains +

energy.com

energy.io

Members +

Agatha Bardle

Alice Barrel Manager

Audrey Merivale

Doris Weather...

Heather Brown

Hilda Adair

Lily Jones

Spencer Hastin...

Tickets +

Open (28)

Resolved (36)

196 Problem reading the meter (Email)

Alice Barrel <aliceburvin@gmail.com>

3 day

94 Chat follow up

Audrey Merivale <audreym84@example.com>

7 day

315 Forwarding a Ticket Thread

Lara Proud <lara.proud@deskpro.com>

1 mo

189 How do I read my meter? (Form)

Spencer Hastings <alesia_client@gmail.com>

4 day

160 New SMS from +447969236608

Audrey Merivale <audreym84@example.com>

7 day

385 I could not load my bill

Agatha Bardle <agathabardle@example.com>

2 wk

373 Agatha Bardle <agathabardle@example.com>

Agatha Bardle <agathabardle@example.com>

3 wk

365 Problem with my computer

Agatha Bardle <agathabardle@example.com>

2 mo

361 New Hire in CS Team

Agatha Bardle <agathabardle@example.com>

2 wk

336 Internal Support Request

Audrey Merivale <audreym84@example.com>

3 mo

385 Welcome to 2218

Agatha Bardle <agathabardle@example.com>

2 wk

275 Call from +447969236608

Hilda Adair <hildachadair@example.com>

6 mo

282 Agatha Bardle <agathabardle@example.com>

Agatha Bardle <agathabardle@example.com>

4 mo

261 Call from +447969236608

Doris Weatherspoon

4 mo

260 Call from +447969236608

Doris Weatherspoon

3 mo

256 Problems with the meter

Agatha Bardle <agathabardle@example.com>

6 mo

From the Organization Manager's perspective

An organization manager can view and search all of their organization's tickets in the help center. They will have a new option when clicking on their user profile icon.

ish ▼

Contact Us



Alice Barrel



My Profile



My Tickets



Energy.io Tickets



My Chats

Logout

If they wish to automatically join any tickets for their organization when they're created, they can set this on their profile page:

Name *

Alice Barrel

Language *

English (UK)



☐ Change or delete profile picture?

Timezone

Other



UTC

☐ Automatically join Energy.io's tickets?