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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

**Tickets +**  
**Open (2)** R

196 Problem re...  
Alice Barre

195 Need help v...  
Alice Barre

**Summary +**

**Contact Information +**

aliceburvin@gmail.com Flag

+44 07492 271152

**Organization**

Energy.io (78)

Manager Red Box

Energy.io

0 1 | High Priority X Partnership VIP X + Add

**Tickets +**

**Open (28) Resolved (36)**

196 Problem reading the meter (Email) 3 day  
 Alice Barrel <aliceburvin@gmail.com>

94 Chat follow up 7 day  
 Audrey Merivale <audreym84@example.com>

315 Forwarding a Ticket Thread 1 mo  
 Lara Proud <lara.proud@deskpro.com>

189 How do I read my meter? (Form) 4 day  
 Spencer Hastings <alesia\_client@gmail.com>

166 New SMS from +447969236608 7 day  
 Audrey Merivale <audreym84@example.com>

385 I could not load my bill 2 wk  
 Agatha Bardle <agathabardle@example.com>

373 Agatha Bardle <agathabardle@example.com> 3 wk  
 Agatha Bardle <agathabardle@example.com>

365 Problem with my computer 2 mo  
 Agatha Bardle <agathabardle@example.com>

361 New Hire in CS Team 2 wk  
 Agatha Bardle <agathabardle@example.com>

336 Internal Support Request 3 mo  
 Audrey Merivale <audreym84@example.com>

385 Welcome to 221B 2 wk  
 Agatha Bardle <agathabardle@example.com>

275 Call from +447969236608 6 mo  
 Hilda Adair <hmschadair@example.com> (arrow pointing to this line)

262 Agatha Bardle <agathabardle@example.com> 4 mo  
 Agatha Bardle <agathabardle@example.com>

261 Call from +447969236608 4 mo  
 Doris Weatherspoon

260 Call from +447969236608 3 mo  
 Doris Weatherspoon

256 Problems with the meter 6 mo  
 Agatha Bardle <agathabardle@example.com>

**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...

## 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 \*

Language \*



Change or delete profile picture?

Timezone

Other

UTC

Automatically join Energy.io's tickets?