



[News](#) > [Deskpro Releases](#) > [Changed meaning of unassigned tickets](#)

## Changed meaning of unassigned tickets

2014-03-20 - Security Test - [Comments \(0\)](#) - [Deskpro Releases](#)

For a while, DeskPRO's logic for the Unassigned tickets listed below was to include tickets that were not assigned to a specific agent.

The screenshot shows the 'TICKETS' sidebar in DeskPRO. At the top, there is a 'TICKETS' header with a search icon and the text 'SEARCH'. Below this, the section is titled 'AWAITING AGENT' with a sub-header '17 ON HOLD'. The sidebar lists several categories with their respective counts in blue circles:

- My Tickets: 6
- Tickets I Follow: 0
- My Teams' Tickets: 0
- Unassigned Tickets: 1
- All Tickets: 16
  - Sales: 8
  - Support: 8

Whether a ticket was assigned to a team or not, had no effect on whether the ticket was listed as Unassigned.

As per 20th March 2014, this functionality has changed. An unassigned ticket is a ticket that is neither assigned to an Agent or an Agent Team.

We believe this change helps those companies that use the team structure extensively. Tickets can be assigned to an agent, a team, both or to nothing. Only "nothing" would now make the ticket unassigned.

If you want to be able to find tickets that are assigned to a team, but not an agent you can create a custom filter.

The screenshot shows the 'New Filter' dialog box in DeskPRO. It has a title field and a 'Criteria' section. The criteria section contains a dropdown menu with 'Assigned Agent' selected, followed by an 'is' operator dropdown, and a text input field containing 'Unassigned'. There is a plus icon to the left of the criteria field and a minus icon to the right. Below the criteria field is a button labeled '+ Add criteria'.