New Feature: Primary Teams

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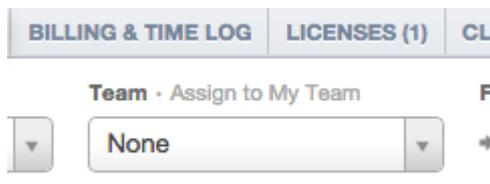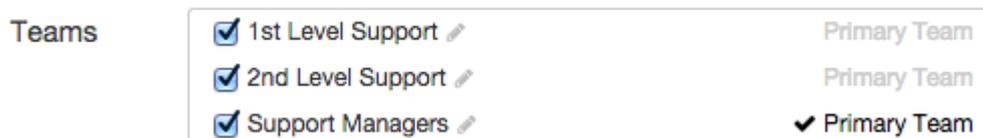

Now you can set a **primary team** for each agent, which will be assigned instead.

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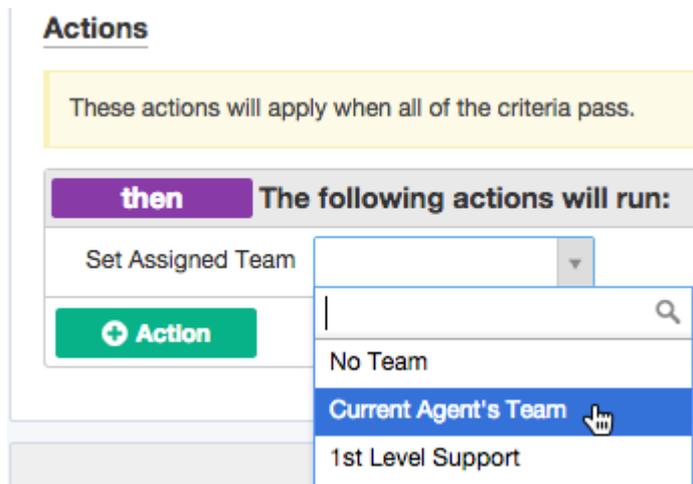
Set up primary teams on each agent's profile in **Admin > Agents**.

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