
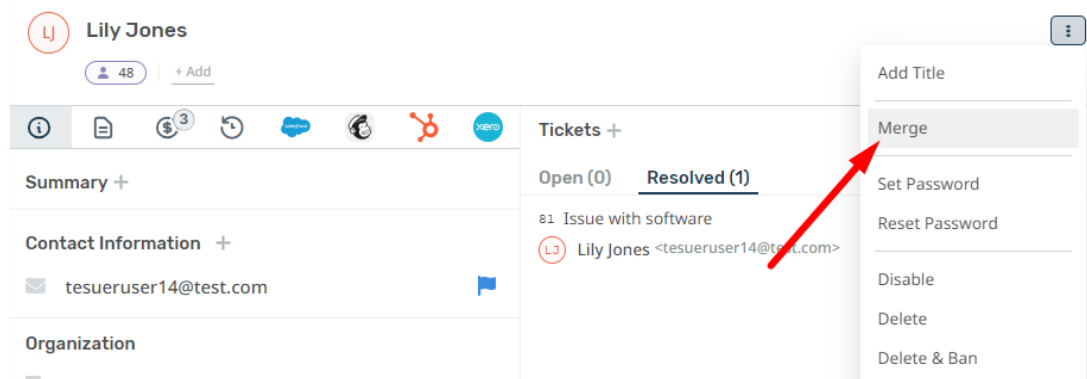


How do I mass re-assign multiple tickets to one User from another?

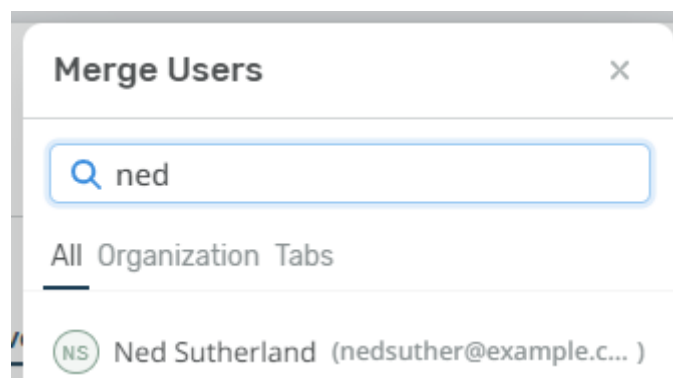
Chynah Hayde - 2023-08-21 - Comments (0) - Agent

If you have a User from whom you need to reassign their tickets, for example, if they are leaving the company. You may wish to mass update the ticket ownership, the best way to do this is to merge the User into another User that you wish to take those tickets, and then remove the old email address from the new combined profile.

Navigate to the User's Profile, open the User Profile settings from the  menu, and select **Merge**.



Find the user you need to merge accounts with:



Then Merge the User you want to remove from the Tickets, into the other account.

Merge this user

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Into this user

< Back

ID 48	ID 16
Name Lily Jones	Name Ned Sutherland
Summary -	Summary -
Email ✉ tesueruser14@test.com	Email ✉ nedsuther@example.com
Phone number -	Phone number -
Contact information -	Contact information -
Organization -	Organization CA City Air Inc.
Position -	Position CEO
Brand 221B Energy	Brand 221B Energy
Timezone	Timezone

Merge user #48 into #16

➔ Merge

Note

If you need to switch the direction of the merging, just select the arrows at the top of the menu.

Once the User profiles are merged you can remove the email account from the newly merged profile.

Tags

Merging Users

Ticket Handling