

Can one user from an organization see all that organization's tickets

Ben Henley - 2023-08-29 - Comment (1) - Deskpro Legacy

Note

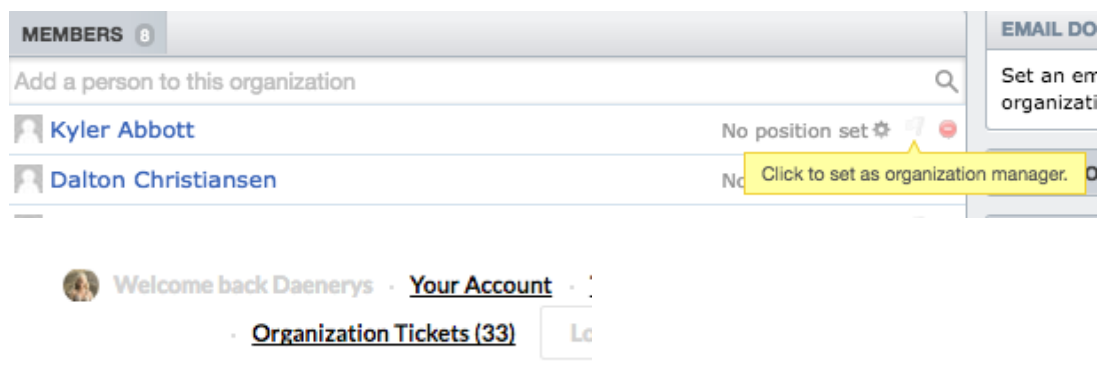
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Question











I have multiple users for one organization. How can I have one of those user accounts be a main/master account that can view all open and resolved tickets for that organization

Answer

You can do this with the Deskpro **organization managers** feature. You can make a user a manager from the agent interface, either in the organization record or the user's record. See the agent manual for details



Organization managers can see all their organization's tickets by logging into the portal, and they can also choose to automatically join all the tickets as a CC'd user from the portal **Edit your profile** page

PIDE-9525-YMNO	service	Support	Daenerys Targaryen 	Mon, 5th Sep 2016 4:41pm	Daenerys Targaryen  10/18/2016, 6:05 pm
IHIM-9939-FSGJ	Testing SLAs	Support	Harry 	Mon, 26th Sep 2016 10:51am	Daenerys Targaryen  09/28/2016, 1:21 pm
UFIU-5147-GILW	Service	Support	Daenerys Targaryen 	Tue, 6th Sep 2016 5:41pm	Daenerys Targaryen  09/06/2016, 5:41 pm
RNZP-7768-ELQA	Support inquiry	Support	Sam 	Fri, 29th Jul 2016 10:09am	Daenerys Targaryen  07/29/2016, 12:38 pm
HVDL-3921-YOTO	Asdfg	Support	Jenna 	Fri, 29th Jul 2016 12:16pm	Jenna  07/29/2016, 12:16 pm