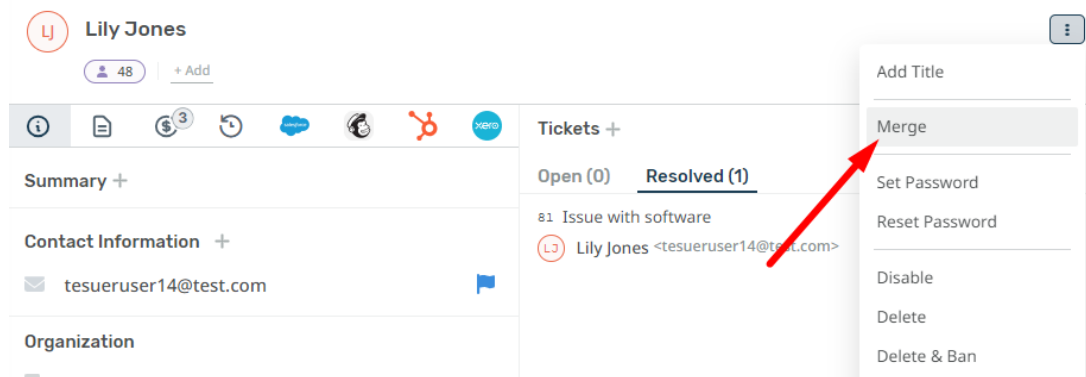


How do I mass re-assign multiple tickets to one User from ?another

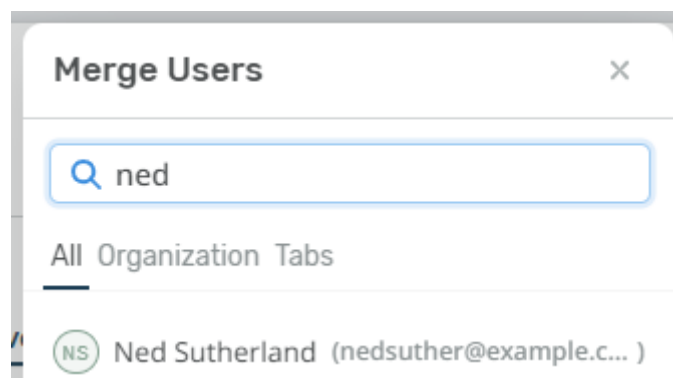
Chynah Hayde - 2023-08-21 - Comment (1) - Agent

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	↻	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 🇨🇦 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