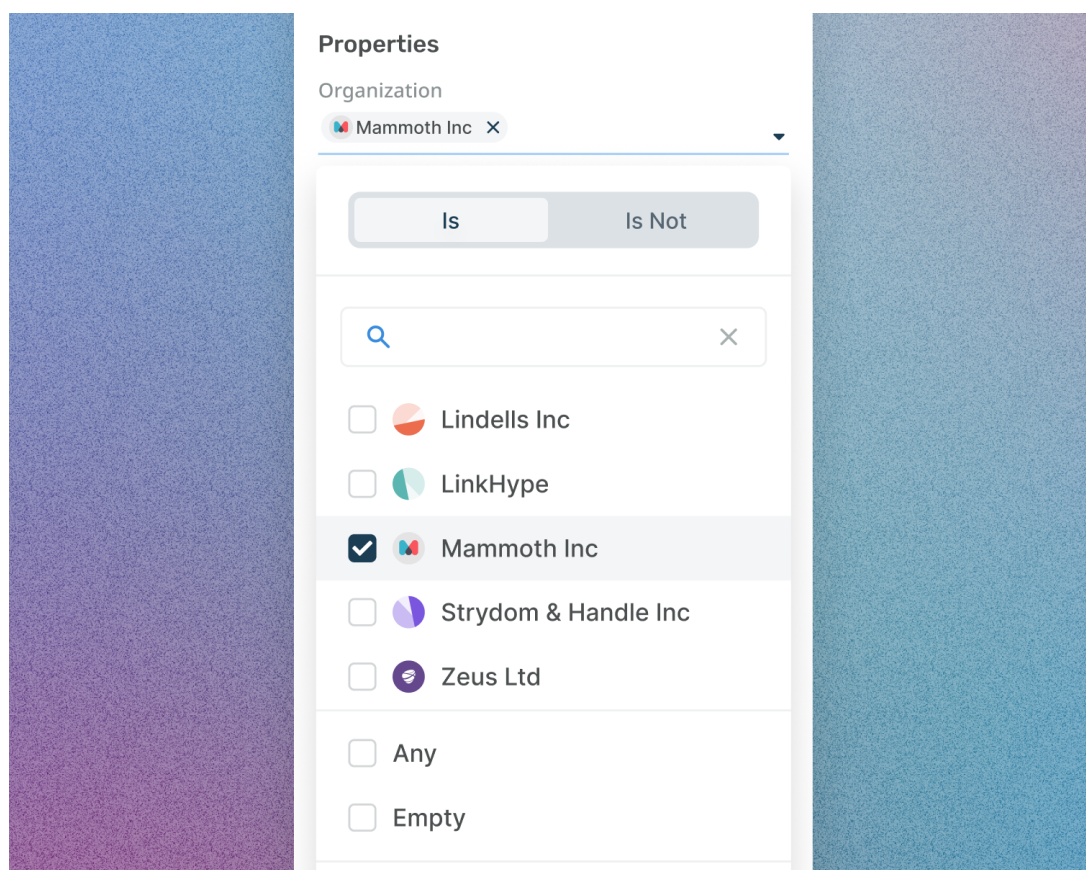


Deskpro's CRM is enhanced with Lists

(Lara Proud - Comment (1) - Product (Agent) - 2024-01-22)

We are thrilled to announce an upgrade to Deskpro's CRM - the introduction of the Lists feature. This enhancement, replacing the Saved Search function, extends the CRM capabilities by enabling agents to create custom no-code lists of users or organizations within your helpdesk. This is made possible through the simple 'is/is not' filtering capabilities.



Much like Ticket Lists, Agents can create personalized custom lists. At the same time, Admins can create lists on a per-team or global basis. This facilitates powerful and efficient user and organization filtering across the helpdesk, further enhancing the capabilities of our CRM.

Elephant Inc. ▾

USERS ORGS

Lists ▾

Unsaved List

MINE

Users called 'Martin'

GLOBAL

VIP users at LinkHype

| ID | Name | Primary Email | Organization |
|-----|--------------|--------------------------|--------------|
| 23 | Aaron Wood | a.wood@mammoth.com | Mammoth Inc |
| 49 | Cyril Smith | cyril@mammoth.com | Mammoth Inc |
| 102 | Samuel Johns | samuel.johns@mammoth.com | Mammoth Inc |

Items per page: 100 1-2 of 2

Filter

Name

First Name

Last Name

Date / Time

Date Created

Properties

Organization

Mammoth Inc X

Is Is Not

☐ Lindells Inc

☐ LinkHype

☒ Mammoth Inc

☐ Strydom & Handle Inc

☐ Zeus Ltd

☐ Any

☐ Empty

Clear all selections