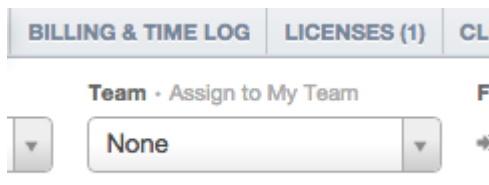


## New Feature: Primary Teams

Ben Henley - Comment (1) - Product - 2014-10-02

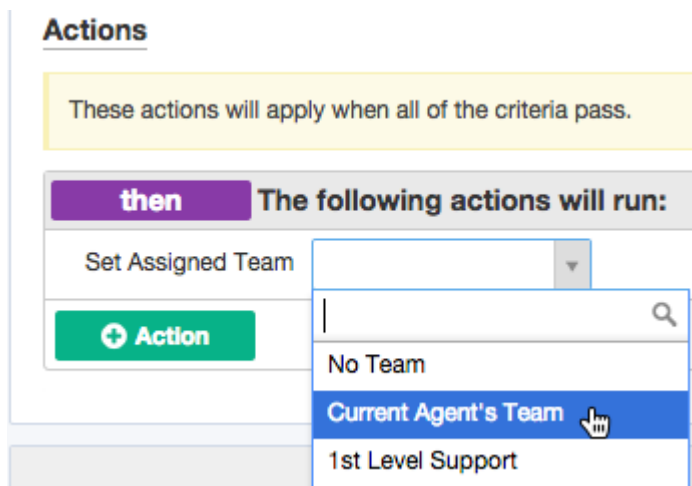
We've added a new agent setting which improves the process of assigning teams in a couple of ways

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**

---

## Teams

- 1st Level Support 
- 2nd Level Support 
- Support Managers 

Primary Team

Primary Team

✓ Primary Team

## Related Content

- [New Feature: Better Search for Users](#) •
- [New Feature: Email Log Mass Actions](#) •
- [New Feature: Shift-Click To Open Tabs In Background](#) •
- [New Feature: Chat Search](#) •
- [New Feature: Time for a Team Picture](#) •
- [New Feature: Department Avatars](#) •
- [New Feature: This Season's Designer Labels](#) •
- [New Feature: Even Better Automation](#) •
- [New Feature: Create Tasks Automatically](#) •
- [New Feature: Close Tabs in Bulk](#) •
- [DeskPRO Build #370 Released](#) •