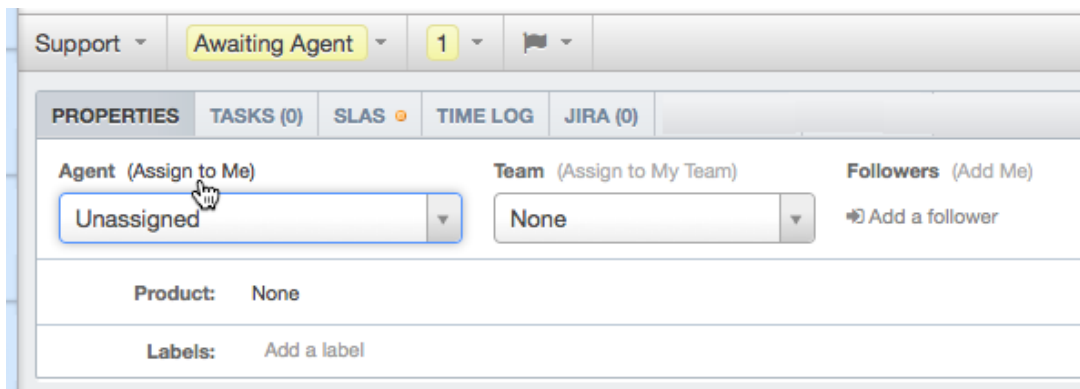


New Feature: Quick Assign To Yourself And Your Team

Ben Henley - Comment (1) - Product - 2014-08-11

Assigning tickets to agents and teams is a core part of DeskPRO helpdesk workflow. We're always working to make the agent interface faster and easier to use, and we've found a way to make assignment that little bit quicker

We realised that the agent you assign tickets to the most is probably *yourself*, so we added a one-click **Assign to Me** link



The screenshot shows the top navigation bar with 'Support' and 'Awaiting Agent' (1) tabs. Below it are tabs for 'PROPERTIES', 'TASKS (0)', 'SLAS', 'TIME LOG', and 'JIRA (0)'. The main form has three sections: 'Agent (Assign to Me)' with a dropdown menu showing 'Unassigned', 'Team (Assign to My Team)' with a dropdown menu showing 'None', and 'Followers (Add Me)' with an 'Add a follower' button. Below these are 'Product: None' and 'Labels: Add a label'.

We've also added one-click links to **assign a ticket to your team** or **add yourself as a follower**

It's one of the little touches that adds up to make our slick, modern interface a pleasure to use