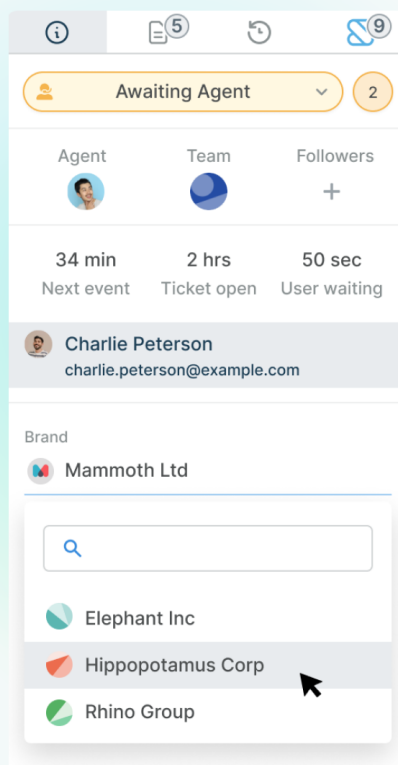


## Redirect messages to your different brands

(Lara Proud - Comment (1) - Product (Agent) - 2023-04-18)

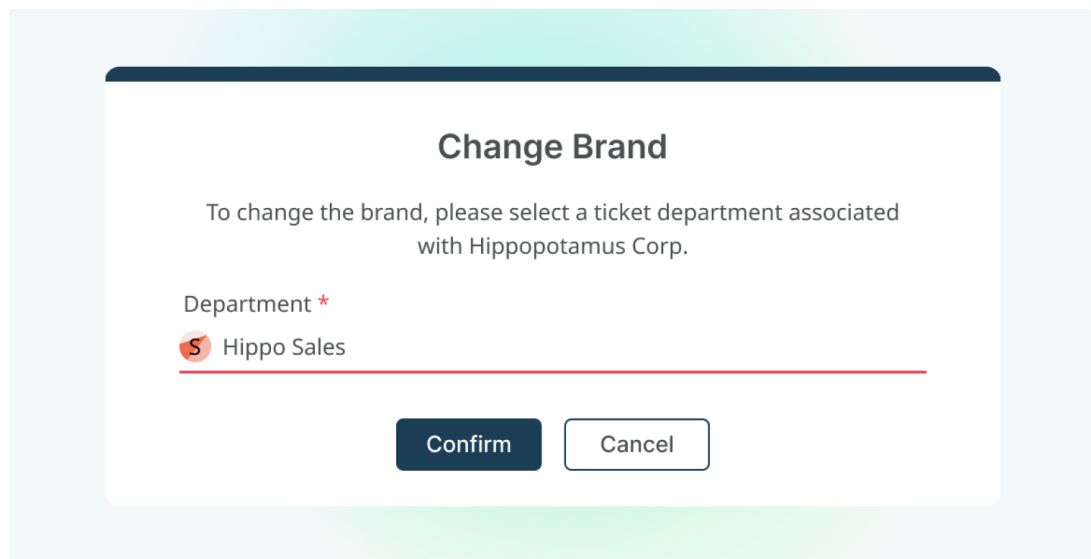
We added the ability to change ticket brands. With this latest update, it's now easier than ever to redirect messages to the relevant parts of your .organization with zero complications



Managing multiple brands within an organization can often be complex, with messages and tickets coming in from different sources and needing to be routed to the appropriate teams or departments. Our new brand change feature allows you to effortlessly redirect messages to the relevant brand, ensuring efficient handling of customer inquiries and support .requests

You simply need to select the brand from the ticket properties and re-assign it. You may be asked to confirm your choice if the brand change means you need to select a new department for the ticket, but after that,


.the ticket will be routed to the relevant area of the helpdesk

A screenshot of a 'Change Brand' dialog box. The dialog has a white background with a dark blue header bar. The title 'Change Brand' is centered in bold. Below the title, a message states: 'To change the brand, please select a ticket department associated with Hippopotamus Corp.' Underneath, the label 'Department \*' is followed by a red asterisk. A red horizontal line separates the label from the selected option, 'Hippo Sales', which is preceded by a red circular icon containing a white 'S'. At the bottom, there are two buttons: a dark blue 'Confirm' button and a white 'Cancel' button with a dark blue border.

**Change Brand**

To change the brand, please select a ticket department associated with Hippopotamus Corp.

Department \*

 Hippo Sales

**Confirm** Cancel

With just a few clicks, you can update the brand linked with a ticket, allowing you to seamlessly manage messages. Whether you need to transfer a ticket from one brand to another or reassign it to a different part of your organization, Deskpro's brand change feature simplifies the .process, saving you time and effort