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Multiple Organisation view access for certain Users Finished

- Samora Bonga
- **Forum name:** #Feature Request

It would be nice for certain users to see tickets logged by other organizations. For an example, account managers need to see their organization's tickets but do not necessarily need to be agents.

Comments (4)

Roshan

9 vuotta sitten

This would be a very useful feature for external sales team guys who handle multiple accounts to be able to see all their customer inquiries in one place.

Gemma

6 vuotta sitten

Agreed this would be ideal! Please can this be implemented sooner rather than later

Kyle Cicconi

6 vuotta sitten

This is something that our customers are now requesting. The ability to do this would be greatly received.

Lara Proud

8 kuukautta sitten

Thanks for the suggestion, we have recently implemented a new functionality where an end-user can be associated with more than one organization. In an instance where a user needs to view tickets for multiple organizations, you would be able to add the organization to their user profile and make them an organization manager, this would give the user visibility over the tickets submitted across multiple organizations from the Help Center 'My Tickets' area.