

Uutiset > Product > New Feature: This Season's Designer Labels

New Feature: This Season's Designer Labels

2014-10-02 - Ben Henley - Comments (0) - Product

We know that a lot of helpdesks use labels as a key part of their workflow.

Now there's a new way to get even more out of labels: color.

Label *	aphids	#bfe5bf					
	This is the title as it will appear throughout the agent	e					
	Save						

Replace uniform gray labels with your own custom colors, and your agents instantly get more information at a glance:

	+ ADD SUndelivered Mail					
Ordered by Urgency ocsc v grouped by None v 🗄 😫	ID: 2 Crawling with aphids!!					
O selected t3						
Awaiting Agent 1	Susan (susan@example.tv)					
User <user@example.com></user@example.com>						
Department: Billing 🏳 Agent: Admin Admin	Support * Awaiting Agent * 1 *					
Agent Team: Quality Assurance Labels: Dug-report						
Awaiting Agent 1 9	PROPERTIES TASKS (0)					
Susan <susan@example.tv></susan@example.tv>	Agent - Unassign Team - Assi					
2 Department: Support Agent: Admin Admin						
Agent Team: 1st Level Support Labels: aphids ungent						
Undelivered Mail Returned to Sender Awaiting Agent 1	Labels: x aphids urgent					
Mailer-daemon <mailer-daemon@deskprodemo.com></mailer-daemon@deskprodemo.com>	Lock					
Department: Support Agent: Unassigned	Econ Emiliary Emilion E					
Agent Team: No Team Labels: bounce	REPLY NOTE					

You can pick from one of 16 predefined colors, or get the precise shade you like by entering a <u>hex color value</u> (we hope 16,777,216 possible colors are enough).

To set this up, go to the **Labels** section for each type of content (e.g. **Admin > Tickets > Labels**).

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- 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: Even Better Automation
- New Feature: Create Tasks Automatically
- New Feature: Close Tabs in Bulk
- <u>New Feature: Primary Teams</u>
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