

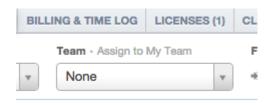
Actualités > Product > New Feature: Primary Teams

## **New Feature: Primary Teams**

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

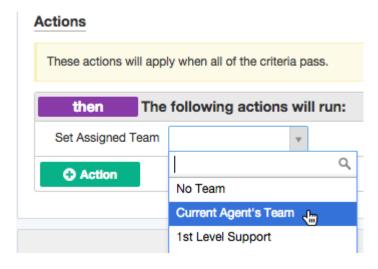
We've added a new agent setting which improves the process of assigning teams in a couple of ways.

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  $\bf Admin > Agents.$ 



## Contenu lié

- 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