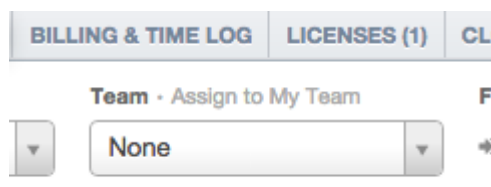# Deskpro

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.
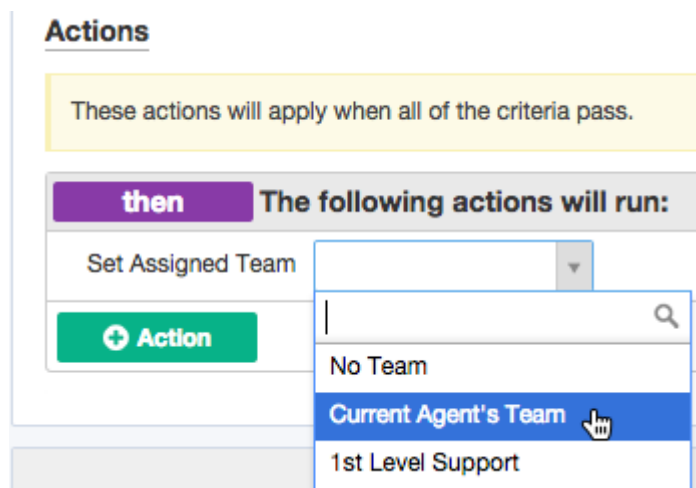
Set up primary teams on each agent's profile in **Admin > Agents**.

Teams

☑ 1st Level Support ✎   Primary Team
☑ 2nd Level Support ✎   Primary Team
☑ Support Managers ✎   ✔ Primary Team

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](#)
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- [DeskPRO Build #370 Released](#)