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Ben Henley - 2023-08-29 - Comments (0) - Deskpro Legacy

Note

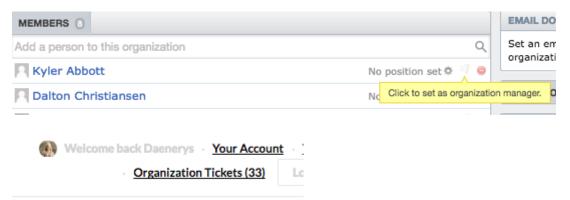
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Question

I have multiple users for one organization. How can I have one of those user accounts be a main/master account that can view all open and resolved tickets for that organization?

Answer

You can do this with the Deskpro **organization managers** feature. You can make a user a manager from the agent interface, either in the organization record or the user's record. See the agent manual for details.



Organization managers can see all their organization's tickets by logging into the portal, and they can also choose to automatically join all the tickets as a CC'd user from the portal **Edit your profile** page.

Daenerys Targaryen (10/18/2016, 6:05 pm	Mon, 5th Sep 2016 4:41pm	Daenerys Targaryen	Support	service	PIDE- 9525- YMNO
Daenerys Targaryen (A)	Mon, 26th Sep 2016 10:51am	Harry (U)	Support	Testing SLAs	IHIM- 9939- FSGJ
Daenerys Targaryen (6) 09/06/2016, 5:41 pm	Tue, 6th Sep 2016 5:41pm	Daenerys Targaryen 🚯	Support	Service	UFIU- 5147- GILW
Daenerys Targaryen (1) 07/29/2016, 12:38 pm	Fri, 29th Jul 2016 10:09am	Sam 🔱	Support	Support inquiry	RNZP- 7768- ELQA
Jenna (1) 07/29/2016, 12:16 pm	Fri, 29th Jul 2016 12:16pm	Jenna 🕚	Support	Asdfg	HVDL- 3921- YOTO