

Deskpro's CRM is enhanced with Lists

2024-01-22 - Lara Proud - Comments (0) - Product (Agent)

We are thrilled to announce an upgrade to Deskpro's CRM - the introduction of the Lists feature. This enhancement, replacing the Saved Search function, extends the CRM capabilities by enabling agents to create custom no-code lists of users or organizations within your helpdesk. This is made possible through the simple 'is/is not' filtering capabilities.



Much like Ticket Lists, Agents can create personalized custom lists. At the same time, Admins can create lists on a per-team or global basis. This facilitates powerful and efficient user and organization filtering across the helpdesk, further enhancing the capabilities of our CRM.

