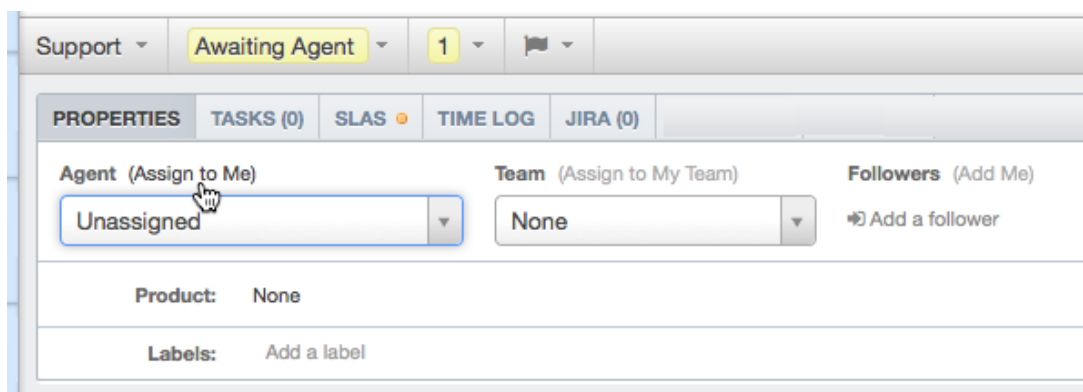


New Feature: Quick Assign To Yourself And Your Team

2014-08-11 - Ben Henley - Comments (0) - Product

Assigning tickets to agents and teams is a core part of DeskPRO helpdesk workflow. We're always working to make the agent interface faster and easier to use, and we've found a way to make assignment that little bit quicker.

We realised that the agent you assign tickets to the most is probably *yourself*, so we added a one-click **Assign to Me** link.



The screenshot shows the DeskPRO agent interface. At the top, there's a navigation bar with 'Support' and 'Awaiting Agent' dropdowns, and a '1' badge. Below this is a tabbed interface with 'PROPERTIES', 'TASKS (0)', 'SLAS', 'TIME LOG', and 'JIRA (0)'. The 'PROPERTIES' tab is active. It contains three main sections: 'Agent (Assign to Me)' with a dropdown menu showing 'Unassigned' and a hand cursor pointing to it; 'Team (Assign to My Team)' with a dropdown menu showing 'None'; and 'Followers (Add Me)' with a link to 'Add a follower'. Below these are 'Product: None' and 'Labels: Add a label'.

We've also added one-click links to **assign a ticket to your team** or **add yourself as a follower**.

It's one of the little touches that adds up to make our slick, modern interface a pleasure to use.