How do I mass re-assign multiple tickets to one User from another?

Chynah Hayde - 2023-08-21 - Comments (0) - Agent

If you have a User from whom you need to reassign their tickets, for example, if they are leaving the company. You may wish to mass update the ticket ownership, the best way to do this is to merge the User into another User that you wish to take those tickets, and then remove the old email address from the new combined profile.

Navigate to the User's Profile, open the User Profile settings from the ⎕ menu, and select **Merge.**
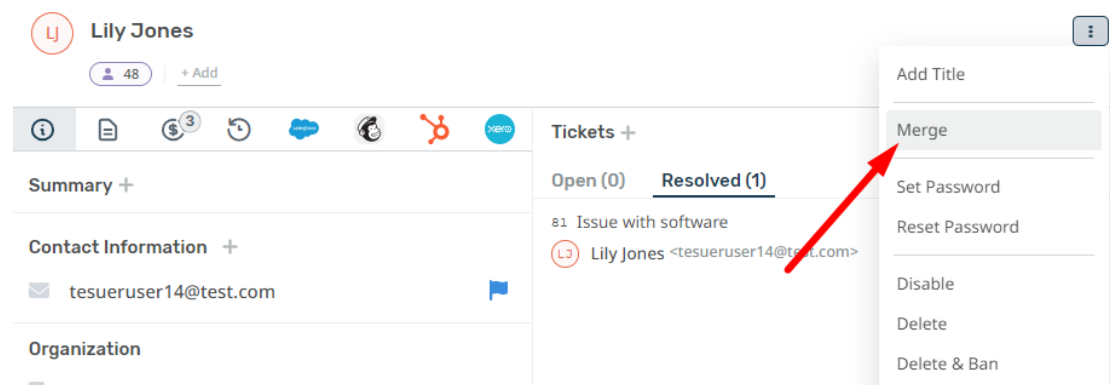
Find the user you need to merge accounts with:
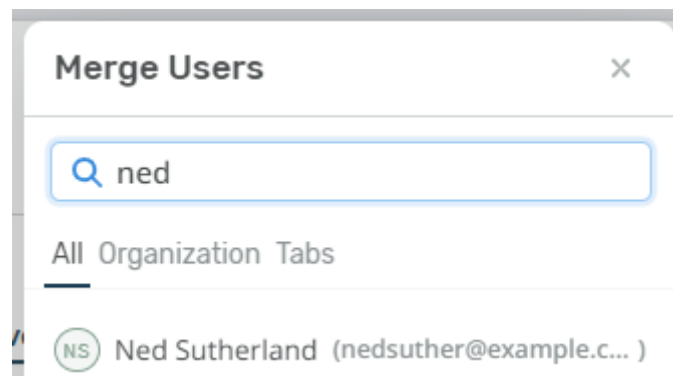
Then Merge the User you want to remove from the Tickets, into the other account.

Merge this user	⇄	Into this user	‹ Back

Merge this user ⇄ **Into this user** ‹ Back

ID
48

ID
16

Name
Lily Jones

Name
Ned Sutherland

Summary
-

Summary
-

Email
✉ tesueruser14@test.com

Email
✉ nedsuther@example.com

Phone number
-

Phone number
-

Contact information
-

Contact information
-

Organization
-

Organization
CA City Air Inc.

Position
—

Position
CEO

Brand
221B Energy

Brand
221B Energy

Timezone

Timezone

Merge user #48 into #16

→ Merge

Note

If you need to switch the direction of the merging, just select the arrows at the top of the menu.

Once the User profiles are merged you can remove the email account from the newly merged profile.

- *タグ*
- [Merging Users](#)
- [Ticket Handling](#)