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New Feature: Primary Teams

2014-10-02 - Ben Henley - [댓글 \(0\)](#) - [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.

The screenshot shows a user interface with three tabs: 'BILLING & TIME LOG', 'LICENSES (1)', and 'CL'. Below the tabs is a section titled 'Team - Assign to My Team' with a dropdown menu currently set to 'None'.

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.

The screenshot shows the 'Actions' configuration page. A yellow box states: 'These actions will apply when all of the criteria pass.' Below this, a section titled 'then' contains the action 'Set Assigned Team'. A dropdown menu is open, showing options: 'No Team', 'Current Agent's Team' (highlighted with a mouse cursor), and '1st Level Support'. A green button labeled 'Action' is also visible.

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

The screenshot shows the 'Teams' configuration section. It lists three teams: '1st Level Support', '2nd Level Support', and 'Support Managers'. Each team has a checked checkbox and a pencil icon. To the right of each team name, it says 'Primary Team'. The 'Support Managers' team is also marked with a checkmark.

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