

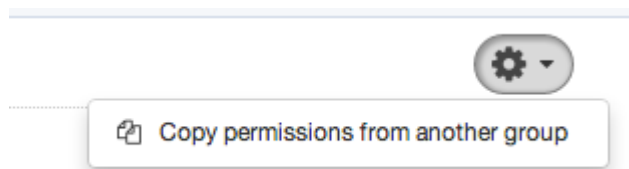
New Feature: Set Up Permissions Faster

2014-08-28 - Ben Henley - Comments (0) - Product

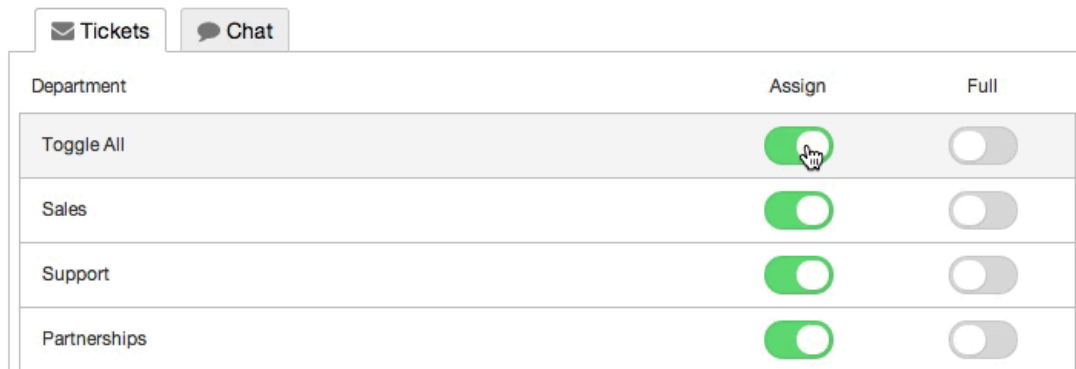
DeskPRO's powerful agent permissions system gives you fine-grained control over what agents can do.

Now we've made it easier to set up and manage with two time-saving interface tweaks.

When you're creating a new permission group, you can now copy the settings from an existing group.



You'll also find a new **Toggle All** control to turn a whole column of permissions on or off.



A screenshot of a permissions table. At the top, there are two tabs: 'Tickets' (selected) and 'Chat'. The table has three columns: 'Department', 'Assign', and 'Full'. The 'Assign' and 'Full' columns contain toggle switches. A 'Toggle All' row is highlighted in light gray, with a mouse cursor pointing to its 'Assign' toggle switch. Below it are rows for 'Sales', 'Support', and 'Partnerships', each with its own 'Assign' and 'Full' toggle switches.

Department	Assign	Full
Toggle All	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sales	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Partnerships	<input checked="" type="checkbox"/>	<input type="checkbox"/>