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New Feature: This Season's Designer Labels

2014-10-02 - Ben Henley - Comments (0) - Product

We know that a lot of helpdesks use labels as a key part of their workflow.

Now there's a new way to get even more out of labels: color.

Label *	aphids	#bfe5bf					
	This is the title as it will appear throughout the agent	e					
	Save						

Replace uniform gray labels with your own custom colors, and your agents instantly get more information at a glance:

S 53 TICKETS	+ ADD Sundelivered Mali						
Ordered by Urgency cesc v grouped by None v 🗄 🔅	ID: 2 Crawling with aphids!!						
0 selected t3 #1 Billing error Awaiting Agent 1	Susan (susan@example.tv)						
Department: Billing Agent: Admin Admin	Support * Awaiting Agent * 1 *						
Agent Team: Quality Assurance Labels: Eupercode	PROPERTIES TASKS (0)						
Susan <susan@example.tv></susan@example.tv>	Agent - Unassign Team - Assi Admin Admin Team - Assi 1st Level Labels: x aphids x urgent						
Department: Support R Agent: Admin Admin Agent Team: 1st Level Support Labels: aphids Uncont							
M4 Undelivered Mail Returned to Sender Awaiting Agent 1 Mailer-daemon <mailer-daemon@deskprodemo.com></mailer-daemon@deskprodemo.com>							
Compartment: Support Agent: Unassigned	Lock						
Agent Team: No Team Labels: bounce	REPLY NOTE						

You can pick from one of 16 predefined colors, or get the precise shade you like by entering a <u>hex color value</u> (we hope 16,777,216 possible colors are enough).

To set this up, go to the **Labels** section for each type of content (e.g. **Admin > Tickets > Labels**).

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