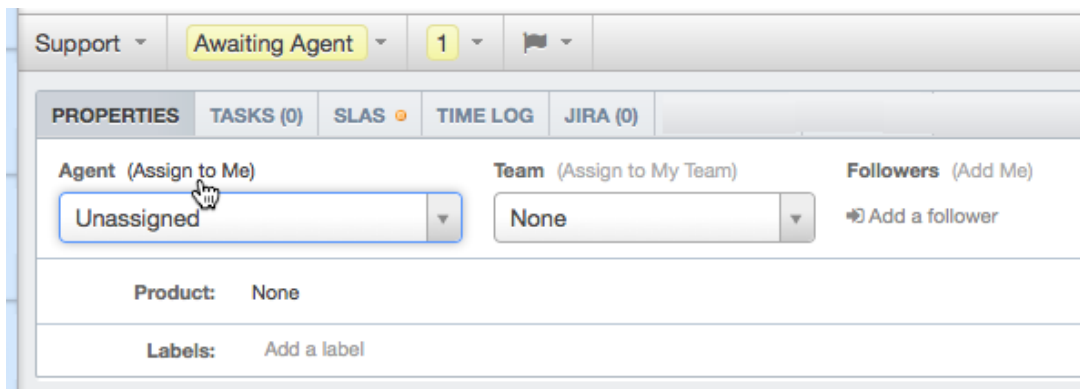


New Feature: Quick Assign To Yourself And Your Team

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 a ticket management interface. At the top, there's a navigation bar with 'Support' and 'Awaiting Agent' (with a count of 1). Below this is a tabbed interface with 'PROPERTIES' selected. The 'Agent (Assign to Me)' dropdown is open, showing 'Unassigned' as the selected option. To its right is the 'Team (Assign to My Team)' dropdown, which is set to 'None'. Further right is the 'Followers (Add Me)' section with an 'Add a follower' button. Below these are fields for '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.