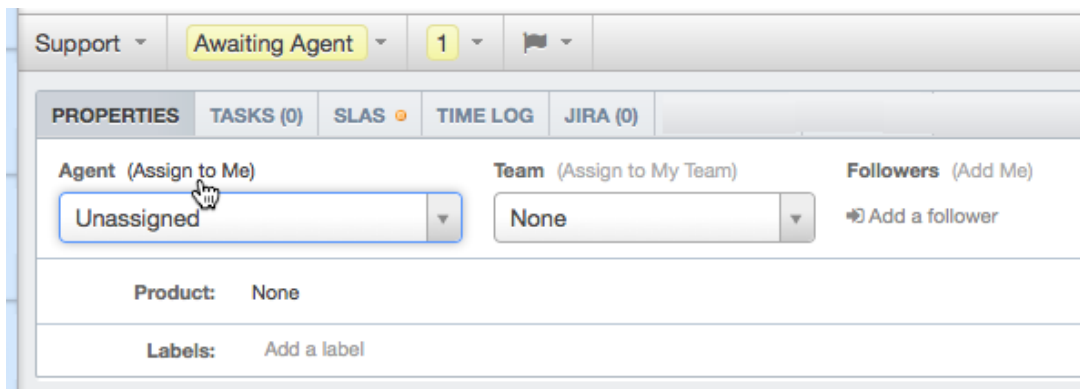


New Feature: Quick Assign To Yourself And Your Team

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 assignment interface. At the top, there are navigation elements: 'Support' with a dropdown arrow, 'Awaiting Agent' with a dropdown arrow, a '1' with a dropdown arrow, and a flag icon with a dropdown arrow. Below this is a tabbed interface with 'PROPERTIES' selected, followed by 'TASKS (0)', 'SLAS' with a small orange circle, 'TIME LOG', and 'JIRA (0)'. The main area contains three sections: 'Agent (Assign to Me)' with a dropdown menu showing 'Unassigned' and a mouse cursor hovering over it; 'Team (Assign to My Team)' with a dropdown menu showing 'None'; and 'Followers (Add Me)' with a button that says 'Add a follower'. Below these are '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.