

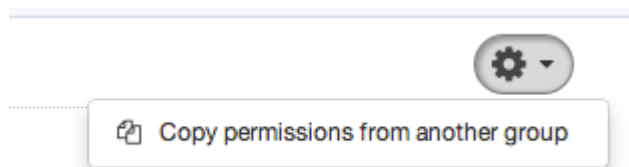
New Feature: Set Up Permissions Faster

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 grey, with a mouse cursor pointing to its "Assign" toggle switch. Below it are rows for "Sales", "Support", and "Partnerships".

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"/>