

## How do I nominate users to manage an organization's tickets?

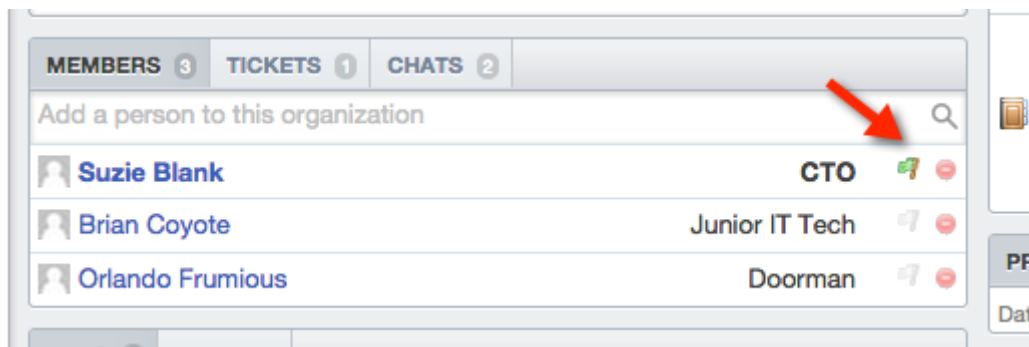
Mike S. - 2023-08-31 - Reacties (0) - Deskpro Legacy

The organization managers feature allows specific people to oversee all of the ticket happenings for their organization. Normally, a person can only see the tickets that they've created or are a participant in. However, an organization manager can see any ticket associated with their organization and even automatically be added as a participant to any new tickets for their organization.

### Nominating Organization Managers

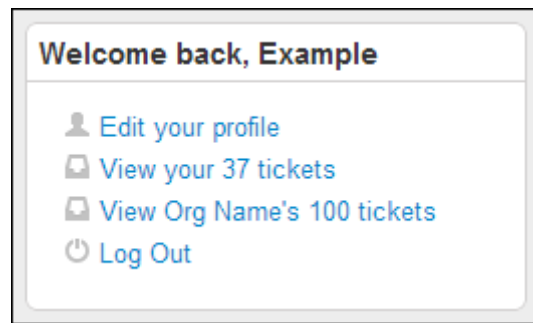
A person can be set as an organization manager in two places in the agent interface:

- On a person's profile, in the "organization" section. If the person is a manager, they will be listed as such here.
- On the organization page, in the members list. Organization managers have a flag icon that is highlighted. Clicking this icon will toggle manager status on and off. When you load the page, any organization managers will be listed first.



### From the Organization Manager's perspective

An organization manager can view and search all of their organization's tickets in the user interface. They get a new link in the "welcome" box on the right to access them:



If they wish to automatically join any tickets for their organization when they're created, they can set this on the "edit your profile" page:

☒ Automatically join Org Name's tickets when they're created

Save