

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

Eloise Rea - 2023-08-01 - Reacties (0) - Agent

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 CRM profile, next to their position field.
- On the organization page, in the members list. Organization managers have an icon next to their name. Clicking this icon will toggle manager status on and off.



Alice Barrel

86

Sales Lead

VIP

+ Add



Tickets +



Open (2) R

Summary +

196 Problem re



Alice Barrel

Contact Information +

195 Need help v



Alice Barrel

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Organization

Energy.io (78)

Manager



The screenshot displays the Energy.io help center interface. At the top, there's a header with the logo and navigation tabs for 'High Priority', 'Partnership', and 'VIP'. Below this, a 'Tickets +' section shows a list of tickets with columns for ticket ID, subject, sender, and time. A red arrow points to the user profile icon of Hilda Adair in the ticket list. On the left, a sidebar provides details for the organization 'Energy.io', including contact information, properties, hierarchy, associated domains, and a list of members with their roles.

Ticket ID	Subject	Sender	Time
196	Problem reading the meter (Email)	Alice Barrel <aliceburvin@gmail.com>	3 day
94	Chat follow up	Audrey Merivale <audreym84@example.com>	7 day
315	Forwarding a Ticket Thread	Lara Proud <lara.proud@deskpro.com>	1 mo
189	How do I read my meter? (Form)	Spencer Hastings <alesia_client@gmail.com>	4 day
168	New SMS from +447969236608	Audrey Merivale <audreym84@example.com>	7 day
385	I could not load my bill	Agatha Bardle <agathabardle@example.com>	2 wk
373	Agatha Bardle <agathabardle@example.com>	Agatha Bardle <agathabardle@example.com>	3 wk
365	Problem with my computer	Agatha Bardle <agathabardle@example.com>	2 mo
361	New Hire in CS Team	Agatha Bardle <agathabardle@example.com>	2 wk
336	Internal Support Request	Audrey Merivale <audreym84@example.com>	3 mo
385	Welcome to 221B	Agatha Bardle <agathabardle@example.com>	2 wk
275	Call from +447969236608	Hilda Adair <hildadair@example.com>	6 mo
262	Agatha Bardle <agathabardle@example.com>	Agatha Bardle <agathabardle@example.com>	4 mo
261	Call from +447969236608	Doris Weatherspoon	4 mo
268	Call from +447969236608	Doris Weatherspoon	3 mo
256	Problems with the meter	Agatha Bardle <agathabardle@example.com>	6 mo

From the Organization Manager's perspective

An organization manager can view and search all of their organization's tickets in the help center. They will have a new option when clicking on their user profile icon.

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Contact Us



Alice Barrel



My Profile



My Tickets



Energy.io Tickets



My Chats


Logout

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

Name *

Alice Barrel

Language *

English (UK) 



Change or delete profile picture?

Timezone

Other 



UTC 

Automatically join Energy.io's tickets?